

## **ELECTRONIC BENEFITS TRANSFER**

### **Table of Contents**

|  |           |
|--|-----------|
| <b>24.01.00 EBT OVERVIEW</b>   | <b>6</b>  |
| <b>24.01.01 What is EBT?</b>   | <b>6</b>  |
| <b>24.01.02 How EBT Works</b>  | <b>6</b>  |
| 24.01.02.01 Cardholders  | 6         |
| 24.01.02.02 Primary Person Only  | 7         |
| 24.01.02.03 Primary Person With An Authorized Buyer                                    | 7         |
| 24.01.02.04 Primary Person With An Alternate Payee                                     | 7         |
| 24.01.02.05 Primary Person With An Authorized Buyer And An Alternate Payee             | 7         |
| 24.01.02.06 Possible Primary/AB/AP Combinations  | 7         |
| <b>24.01.03 Accessing Point-Of-Sale (POS) Terminals for Purchases in Retail Stores</b> | <b>7</b>  |
| <b>24.01.04 State EBT Policy Issues</b>  | <b>8</b>  |
| <b>24.02.00 POLICY AND CARES PROCEDURES</b>  | <b>9</b>  |
| <b>24.02.01 Wisconsin QUEST Cards</b>  | <b>9</b>  |
| 24.02.01.01 Permanent Cards  | 9         |
| 24.02.01.02 Vault Cards  | 10        |
| 24.02.01.03 Initial Card Issuance  | 10        |
| <b>24.02.02 Cardholders</b>  | <b>10</b> |
| 24.02.02.01 Primary Cardholder   | 10        |
| 24.02.02.01.01 Designating an Alternate Payee  | 10        |
| 24.02.02.01.02 Changing, Deleting, Adding a Primary Cardholder                         | 11        |
| 24.02.02.01.03 Agency Address Cards  | 11        |
| 24.02.02.02 Secondary Cardholder   | 11        |
| 24.02.02.02.01 Designating an Authorized Buyer   | 11        |
| 24.02.02.02.02 Changing, Deleting or Adding an Authorized Buyer                        | 12        |
| <b>24.02.03 Card Mailing Address</b>   | <b>12</b> |
| <b>24.02.04 CARES EBT Procedures</b>   | <b>12</b> |
| 24.02.04.01 EBT Primary Cardholder and Mailing Address Hierarchy                       | 12        |
| 24.02.04.02 Authorized Buyer/Secondary Cardholder                                      | 14        |
| <b>24.02.05 CARES Demographic Changes</b>  | <b>15</b> |
| <b>24.02.06 PINS</b>   | <b>16</b> |
| 24.02.06.01 PIN Selection  | 16        |
| 24.02.06.02 PIN Change   | 16        |
| 24.02.06.03 Compromised PIN  | 16        |
| 24.02.06.04 Suspension of Access to the Account  | 16        |
| 24.02.06.05 Wisconsin QUEST Card and PIN Responsibility                                | 16        |
| <b>24.02.07 Emergency Vault Card Issuance (Initial Issuance)</b>                       | <b>17</b> |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|  |           |
|--|-----------|
| 24.02.07.01 Emergency Benefit Process When the Primary Cardholder Has An Existing Card         | 19        |
| <b>24.02.08 Card Replacement</b>   | <b>19</b> |
| 24.02.08.01 Standard Card Replacement  | 19        |
| 24.02.08.01.01 Lost, Stolen or Damaged   | 19        |
| 24.02.08.01.02 Primary or Secondary Cardholder Changes in CARES                                | 20        |
| 24.02.08.02 Emergency Card Replacement   | 20        |
| 24.02.08.02.01 Replacing a Permanent Card with a Vault Card                                    | 20        |
| 24.02.08.02.02 Primary and Secondary Cardholder Name Changes                                   | 20        |
| 24.02.08.02.03 Permanent Replacement Card(s)   | 21        |
| 24.02.08.03 Card Replacement Fee   | 21        |
| 24.02.08.04 Cards Returned to the State  | 21        |
| <b>24.02.09 Card Status</b>  | <b>22</b> |
| <b>24.02.10 Card Access</b>  | <b>22</b> |
| <b>24.02.11 Group Living Arrangement Processing</b>  | <b>22</b> |
| <b>24.02.12 Account Set-Up and Benefit Availability</b>  | <b>23</b> |
| 24.02.12.01 Normal Daily Processing  | 23        |
| 24.02.12.02 Benefit Availability   | 23        |
| 24.02.12.03 Emergency Expedited Processing   | 23        |
| 24.02.12.04 IQFS – Food Stamp Issuance History   | 24        |
| 24.02.12.05 Rounding Benefits  | 24        |
| 24.02.12.06 Benefit Replacement  | 24        |
| <b>24.02.13 EBT Accounts</b>   | <b>25</b> |
| 24.02.13.01 Account Status   | 25        |
| 24.02.13.01.01 Active Account  | 25        |
| 24.02.13.01.02 Dormant Account   | 25        |
| 24.02.13.02 Adjustments  | 25        |
| 24.02.13.02.01 Retailer Initiated Adjustments  | 25        |
| 24.02.13.02.02 Client Initiated Adjustments  | 26        |
| 24.02.13.02.03 Debit Adjustment procedure  | 26        |
| <b>24.02.14 Expunged Benefits</b>  | <b>26</b> |
| <b>24.02.15 Repayment/Voluntary Return of EBT Benefit</b>                                      | <b>29</b> |
| <b>24.02.16 Conversion: EBT to Coupons</b>   | <b>32</b> |
| 24.02.16.01 Move Out of State  | 32        |
| 24.02.16.02 Households With EBT Cards From Another State                                       | 33        |
| <b>24.02.17 Automated Response Unit (ARU)/Recipient Customer Service</b>                       | <b>33</b> |
| 24.02.17.01 How to Use the Automated Response Unit   | 34        |
| 24.02.17.02 Wisconsin EBT- Interpreter Services  | 36        |
| 24.02.17.03 Dispute Resolution Process   | 36        |
| 24.02.17.04 Customer Service Call Handling Procedure When Client Disputes a Retail Transaction | 37        |
| 24.02.17.05 Job Ticket Claim Status  | 37        |
| <b>24.02.18 Fraud, EBT Benefit Trafficking and Misuse</b>                                      | <b>37</b> |
| 24.02.18.01 Introduction   | 37        |
| 24.02.18.02 Process  | 38        |
| 24.02.18.03 State Role   | 38        |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|  |           |
|--|-----------|
| 24.02.18.04 Local Agency Role  | 38        |
| 24.02.18.04.01 Client Education  | 38        |
| 24.02.18.04.02 Reporting Potential EBT Trafficking                     | 39        |
| 24.02.18.04.03 Review State Referrals                                  | 39        |
| 24.02.18.04.04 Status (IPV or IHE) Determination                       | 39        |
| 24.02.18.04.05 Disposition/Disqualification                            | 40        |
| 24.02.18.05 Penalties  | 40        |
| 24.02.18.06 Referrals from FNS after retailer disqualification         | 40        |
| 24.02.18.07 FNS Initiated Joint Administrative Action                  | 41        |
| 24.02.18.08 Sample Letter  | 42        |
| <b>24.02.19 Retailers</b>  | <b>43</b> |
| 24.02.19.01 Access to Benefits   | 43        |
| 24.02.19.02 Authorization to Participate in the Food Stamp Program     | 43        |
| 24.02.19.03 EBT-only equipment   | 43        |
| <b>24.02.20 Ongoing Local Office Training Requirements</b>             | <b>43</b> |
| <b>24.02.21 Local Agency FS Participation Follow-up Procedures</b>     | <b>43</b> |
| 24.02.21.01 Denied Transactions Reports                                | 44        |
| 24.02.21.02 Out-of-State Transactions                                  | 44        |
| <b>24.02.22 BIET – EBT Cardholders</b>                                 | <b>45</b> |
| <b>24.03.00 EBT SYSTEM SCREENS</b>                                     | <b>47</b> |
| <b>24.03.01 General Overview</b>                                       | <b>47</b> |
| 24.03.01.01 Administrative Processing                                  | 47        |
| 24.03.01.02 Wisconsin Profile Assignments                              | 49        |
| <b>24.03.02 Security Profiles Access</b>                               | <b>49</b> |
| 24.03.02.01 Log-On to J.P. Morgan EFS EBT System                       | 51        |
| 24.03.02.01.01 Initial Log-On Screen                                   | 52        |
| 24.03.02.01.02 Ongoing Log-On Screen                                   | 53        |
| 24.03.02.02 Log Off Instructions                                       | 54        |
| 24.03.02.03 Change Password Prior to Expiration                        | 54        |
| 24.03.02.04 Password Reset   | 55        |
| 24.03.02.05 Security Tips for the Tandem BOSS (J.P. Morgan EFS) System | 56        |
| 24.03.02.05.01 Password Changes  | 56        |
| 24.03.02.05.02 Errors  | 56        |
| 24.03.02.05.03 Helpful Hints   | 57        |
| 24.03.02.06 Production Pathway   | 58        |
| 24.03.02.07 Special Function Keys                                      | 58        |
| <b>24.03.03 Inquiry Screens</b>  | <b>59</b> |
| 24.03.03.01 Balance Inquiry  | 60        |
| 24.03.03.02 Client Search  | 62        |
| 24.03.03.03 Cardholder Inquiry   | 64        |
| 24.03.03.04 Detail Journal Inquiry                                     | 66        |
| 24.03.03.05 Transaction Detail   | 68        |
| 24.03.03.06 Benefit Grant Inquiry                                      | 71        |
| 24.03.03.07 Address Inquiry  | 75        |
| 24.03.03.08 Pending Card Search  | 76        |
| 24.03.03.09 Benefit Pending Search                                     | 77        |
| 24.03.03.10 Demographic Pending Inquiry                                | 79        |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|  |            |
|--|------------|
| 24.03.03.11 Card History Inquiry   | 81         |
| 24.03.03.12 Cardholder Detail Journal Inquiry                                    | 85         |
| <b>24.03.04 Maintenance Screens</b>  | <b>89</b>  |
| 24.03.04.01 Account Repayment  | 90         |
| 24.03.04.02 Dormant Account Maintenance (obsolete 9/1/01)                        | 92         |
| 24.03.04.03 Card Replacement (Emergency)   | 94         |
| <b>24.03.05 CARES Project and State Staff-Only Screens</b>                       | <b>95</b>  |
| 24.03.05.01 Update Inquiry Screen  | 95         |
| 24.03.05.02 State Issuer Totals Inquiry Screen                                   | 97         |
| 24.03.05.03 Benefit Issuer Totals Screen   | 99         |
| <b>24.03.06 Customer Service Representative (CSR)-Only Screens</b>               | <b>101</b> |
| 24.03.06.01 Card Status Screen   | 101        |
| 24.03.06.02 Card Replacement Screen  | 103        |
| 24.03.06.03 Manual Authorization Screen  | 104        |
| 24.03.03.04 Balance Adjustment Screen  | 105        |
| <b>24.03.07 Frequently Asked Questions</b>                                       | <b>106</b> |
| <b>24.04.00 QUEST CARD ISSUANCE AND CARD ACTIVATION/PIN SELECTION</b>            | <b>107</b> |
| <b>24.04.01 Card Issuance and Card Activation</b>                                | <b>107</b> |
| <b>24.04.02 CAPS PIN Selection/Activation</b>                                    | <b>107</b> |
| 24.04.02.01 ARU PIN Selection/Card Activation Process                            | 108        |
| 24.04.02.02 Over-The-Counter (OTC) Procedures                                    | 110        |
| <b>24.04.03 Install and Use CAPS Device</b>                                      | <b>111</b> |
| 24.04.03.01 Physically Set Up the CAPS Terminal                                  | 111        |
| 24.04.03.02 Use the COMM Control Menu To Set the Communication Protocol          | 111        |
| 24.04.03.03 Use the COMM Control Menu To Set the Dialing Method                  | 111        |
| 24.04.03.04 Use the COMM Control Menu To Set the Baud Rate                       | 112        |
| 24.04.03.05 Use the COMM Control Menu To Check or Enter the Telephone Number     | 112        |
| 24.04.03.06 Card Activation/Initial PIN selection                                | 113        |
| 24.04.03.07 PIN Change   | 113        |
| 24.04.03.08 Most Common Error Messages   | 114        |
| <b>24.04.04 CAPS Terminal Technical Support</b>                                  | <b>114</b> |
| <b>24.04.05 Returning A Damaged CAPS Terminal</b>                                | <b>114</b> |
| <b>24.04.06 CAPS Security</b>  | <b>114</b> |
| <b>24.04.07 Change Authorized Agent (AA) Password</b>                            | <b>115</b> |
| 24.04.07.01 Authorized Agent (AA) Password Reset                                 | 115        |
| <b>24.04.08 Vault-Stock Wisconsin QUEST Cards</b>                                | <b>116</b> |
| 24.04.08.01 Wisconsin QUEST Vault Card Usage                                     | 116        |
| 24.04.08.02 Vault Card Inventory Procedure and Security                          | 116        |
| 24.04.08.03 QUEST Card Inventory for Card Issuers (Daily QUEST Card Preparation) | 117        |
| 24.04.08.04 Issuance Log for Vault-Stock Wisconsin QUEST Cards                   | 117        |

|  |            |
|--|------------|
| <b>24.05.00 EBT APPENDICES</b>   | <b>118</b> |
| <b>Appendix A – Acronyms</b>   | <b>118</b> |
| <b>Appendix B - Contact Information</b>                                    | <b>119</b> |
| <b>Appendix C - Wisconsin QUEST Card Mailer (English Version)</b>          | <b>120</b> |
| <b>Wisconsin QUEST Card Mailer (Spanish Version)</b>                       | <b>121</b> |
| <b>Appendix D - EBT Code Reference Sheet</b>                               | <b>122</b> |
| <b>Appendix E – CARES/J.P. Morgan EFS Processing Steps</b>                 | <b>123</b> |
| <b>Appendix F – CAPS Quick Reference Guide</b>                             | <b>124</b> |
| Recipient Functions  | 124        |
| <b>Appendix G - CAPS Trouble-Shooting Guide</b>                            | <b>126</b> |
| <b>Appendix H - Temporary WISCONSIN QUEST Card Handout</b>                 | <b>132</b> |
| <b>Appendix I – How To Find Information on the J.P. Morgan EFS Screens</b> | <b>133</b> |
| <b>Appendix J – Emergency Vault EBT Card Log</b>                           | <b>137</b> |
| <b>Appendix K: Summary of PIN Select Rules for QUEST Cards</b>             | <b>139</b> |

## **24.01.00 EBT Overview**

### **24.01.01 What is EBT?**

Electronic Benefits Transfer (EBT) is a program using an electronic method to disburse government benefits to eligible clients (recipients) using plastic debit card technology. EBT provides an electronic alternative to the traditional paper method of delivering benefits through food stamps.

The Wisconsin EBT program eliminates the use of paper food stamps by Wisconsin recipients providing the State with a quicker, safer means of delivering recipient benefits. Reimbursement for food stamp sales is transferred electronically via the Automated Clearinghouse (ACH) to a retailer's bank account within two business days after the purchase. The audit trail the EBT system creates can help to eliminate fraud and misuse of food stamp benefits.

J.P. Morgan Electronic Financial Services Inc. (J.P. Morgan EFS) is the current EBT vendor for Wisconsin.

### **24.01.02 How EBT Works**

The Wisconsin EBT program issues food stamp benefits to eligible recipients electronically. Food stamp recipients are issued a plastic magnetic swipe QUEST card to use to access their allotted food stamp benefits at point of sale (POS) terminals in US Department of Agriculture (USDA), Food and Nutrition Services (FNS) authorized retail food outlets.

A recipient will take his or her Wisconsin QUEST card to an authorized retail food outlet and present it for payment rather than presenting paper food stamps. After the Wisconsin QUEST card is swiped through the Point of Sale (POS) terminal, the recipient enters their PIN. A PIN is a four-digit number selected by the cardholder. PINs are used with the Wisconsin QUEST card to prevent unauthorized use of the QUEST card. The EBT system cannot process and approve a transaction without the correct PIN entry.

Every time a recipient uses his or her card to make a purchase s/he can easily check the balance in their account because it is printed on the bottom of their receipt. S/he can also call the Automated Response Unit (ARU) at 1 (877) 415-5164 and follow the steps provided (in either English or Spanish) to check the balance. Some retailers provide inquiry-only terminals for use by recipient's to check their balance in the service area.

**Caution:** If the requested amount of purchase exceeds the account balance, the transaction will be denied. Instruct the cardholder to tell the clerk the amount that should be deducted from the QUEST card if the purchase amount will exceed the balance in the account. The main reason transactions are denied is due to insufficient funds.

#### **24.01.02.01 Cardholders**

The J.P. Morgan EFS EBT system provides benefit access based on PANs (Primary Account Number) and valid PINs (Personal Identification Numbers), which are linked to an EBT account type. The following are the four scenarios representing the combinations of Primary Person, Alternate Payee, and Authorized Buyer relationships. Each primary/alternate indicator can have only one active card assigned per indicator code. No more than two cards will have concurrent access to a single food stamp case.

#### **24.01.02.02 Primary Person Only**

The Primary Person (PP) must always be set up on the CARES and the EBT system. It is possible to have a situation where there is only a Primary Person, without an Alternate Payee or an Authorized Buyer. Thus, the PP has singular access to all the food stamp benefits. If a PP has authorized no one to receive his or her benefits, a Wisconsin QUEST card will be issued to the PP. The primary person is designated on CARES screen ACPA.

A Primary Person will be assigned a unique primary/alternate indicator type of "01" on the J.P. Morgan EFS system and is allowed only one active PAN assigned to it.

#### **24.01.02.03 Primary Person With An Authorized Buyer**

A Primary Person may authorize an Authorized buyer (AB) to have access to his or her food stamp benefits. In this situation, the Primary Person will also have access to food stamp benefits.

An AB will be assigned a unique primary/alternate indicator of "03" on the J.P. Morgan EFS system and is allowed only one active PAN assigned to it. The AB is designated on CARES screen ACDP.

#### **24.01.02.04 Primary Person With An Alternate Payee**

In some instances, a Primary Person should not or wants someone else to have access to his or her food stamp benefits. Instead, an Alternate Payee (AP) would be provided a Wisconsin QUEST card and access to the food stamp benefits in place of the Primary Person. A Primary Person should never have access to his or her benefits if an Alternate Payee is set up on the account. Regardless of whether s/he has a physical card, the Primary Person will be assigned a PAN on the J.P.Morgan EFS system. The Primary Person will be assigned a unique PAN, but will not be issued a QUEST card to access his or her benefits. The PP will have "prohibited" card access on the J.P. Morgan EFS system. The AP is designated on CARES screen ACDP with a "y" in the FS Payee field.

An AP will be assigned a unique primary/alternate indicator of "02" and is allowed only one active PAN assigned to it.

#### **24.01.02.05 Primary Person With An Authorized Buyer And An Alternate Payee**

When both an Authorized Buyer and an Alternate Payee are set up to directly access the food stamp benefits of a Primary Person, the Primary Person is always prohibited from accessing the benefits. The Primary Person will be assigned a unique PAN, but will not be issued a QUEST card to access his or her benefits. Both the Authorized Buyer and the Alternate Payee are also assigned unique PANs that will allow access to the benefits.

#### **24.01.02.06 Possible Primary/AB/AP Combinations**

|   | <b>Primary - 01</b>    | <b>Alternate - 02</b> | <b>Alternate - 03</b> |
|---|------------------------|-----------------------|-----------------------|
| 1 | PP – Card/Access       | None                  | None                  |
| 2 | PP – Card/Access       | None                  | AB – Card/Access      |
| 3 | PP – No Card/No Access | AP – Card/Access      |                       |
| 4 | PP – No Card/No Access | AP – Card/Access      | AB – Card/Access      |

#### **24.01.03 Accessing Point-Of-Sale (POS) Terminals for Purchases in Retail Stores**

The following steps provide an example of using a POS terminal for purchases in retail stores:

Food Stamp Handbook  
Appendix Ch. 24 EBT

Step 1: Slide the Wisconsin QUEST card with the magnetic stripe facing down and away from the machine. \* The screen should read, "ENTER AMOUNT."

Step 2: Enter the amount of purchase on the machine, always remembering to press the Enter key. The amount entered should not exceed the account balance.

Step 3: On the PIN pad, the words "ENTER PIN" are displayed. The PIN is entered and the Enter key pressed.

Step 4: The terminal will then process the purchases. The POS terminal will give the clerk an approval code.

Step 5: The printer will print out two copies of a receipt, one for the clerk and one for the recipient. The receipt contains the card number, date, time, cashier number, store number, amount of purchase, and the recipient's EBT balance.

If a store does not have a POS device or the system is down, a manual voucher can be processed.

\* If the card is damaged or the equipment card reader is inoperable, a key-entered transaction is the back-up method. The card must be present for a key-entered transaction. This is a federal requirement.

#### **24.01.04 State EBT Policy Issues**

EBT does not change the amount of benefits that a recipient receives nor does it affect the eligibility process. EBT only affects the process of actual food stamp issuance.



## 24.02.00 Policy and CARES Procedures

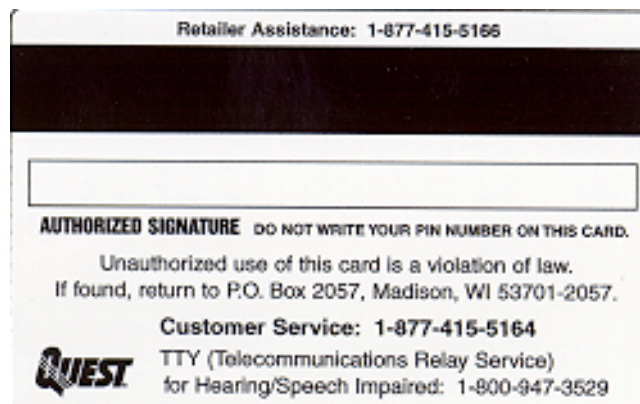
### 24.02.01 Wisconsin QUEST Cards

#### 24.02.01.01 Permanent Cards

All Wisconsin QUEST cards have an embossed 16 digit PAN (primary account number) starting with 5077085. Permanent cards have the cardholder name embossed on the front of the card.



The recipient customer service number and return address for a non-deliverable card is listed on the back of the card. The magnetic stripe on the back of the card contains the PAN and other data needed to process a transaction on a POS device. The magnetic stripe does not contain recipient demographics or benefit information.



The cardholder should sign the Wisconsin QUEST card upon receipt. If the retailer has to process a manual voucher (i.e. the retailer does not have a POS device or the POS device is unavailable) the signature on the card is required for identification purposes. The retailer will compare the signature on the card to the signature on the manual voucher.

#### **24.02.01.02 Vault Cards**

A vault card is a temporary Wisconsin QUEST card that may be issued by the local office in emergency situations. (Refer to Emergency Vault Card Issuance and Emergency Card Replacement). A vault card PAN begins with 5077089. The cardholder name is not embossed on the vault card. The card will expire in 30 days or when a PIN is selected for the permanent replacement card, whichever comes first.

Refer to 24.04.00 for vault card inventory procedures, ordering cards, and security.

#### **24.02.01.03 Initial Card Issuance**

The normal card issuance method is through the mail. When a food stamp case is confirmed on CARES, CARES will send a request to J.P. Morgan EFS for an initial card if the designated cardholder is not a current cardholder on the J.P. Morgan EFS system for this case. CARES will track cardholder information to ensure that CARES and the J.P. Morgan EFS system have the same information. Refer to CARES screen BIET for current cardholders.

J.P. Morgan EFS will mail the card to the cardholder address. When the card has been received, the cardholder must select a PIN before the card can be used to access FS benefits. The card mailer that protects the card includes the phone number to call to select a PIN.

If the FS AG reapplies and the cardholder has not changed, a new card will not be issued by J.P. Morgan EFS. The cardholder must contact J.P. Morgan EFS customer service to order a replacement card or the agency may issue an emergency replacement card.

If the food stamp assistance group is eligible for \$0 benefits, CARES will not initiate a card request until a benefit is issued. FS cases may have been selected for EBT conversion but no EBT benefits were issued. Check BIET to verify if cardholders exist.

#### **24.02.02 Cardholders**

##### **24.02.02.01 Primary Cardholder**

The primary person of the food stamp AG is issued a Wisconsin QUEST card if a food stamp payee has not been designated on ACDP. The PP's name will be embossed on the permanent Wisconsin QUEST card.

##### **24.02.02.01.01 Designating an Alternate Payee**

If an authorized representative, alternate payee or legal guardian is designated as the FS payee on ACDP, that individual is designated as an alternate payee (AP) on the J.P.Morgan EFS system and is issued a Wisconsin QUEST card. The AP's name is embossed on the permanent Wisconsin QUEST card. The AP's name should be a person's name, not the name of a facility. The PAN is attached to the food stamp AG's EBT account in order to access benefits. The PP is assigned a different PAN on the J.P. Morgan EFS system but will not be issued a card and will not have access to the EBT account. The PP will have "prohibited" card access on the J.P. Morgan EFS system. There is a limit of one primary card per food stamp AG.

Use form DES-2375, Authorization of Participant's Representative, for the designation of the authorized representative and/or FS payee.

#### **24.02.02.01.02 Changing, Deleting, Adding a Primary Cardholder**

If a PP is changed or an AP is changed (same day change), the deleted person's card will still be active until the new cardholder receives a permanent card and selects a PIN to activate the card. The new PP or AP will not have access to the account until a Wisconsin QUEST card is received in the mail and a PIN is selected. Caution: The PP for a case should be changed to a different person only in rare instances.

If an Alternate Payee is deleted and the Primary Person becomes the Primary Cardholder, J.P. Morgan EFS will status the AP card that night. If an AP is added and the PP loses access, J.P. Morgan EFS will status the PP card that night. In these situations there is no access to the food stamp benefit account by a primary cardholder until J.P. Morgan EFS issues a card and the new cardholder selects a PIN to activate the card.

If the primary cardholder's name is changed (same person, different name), s/he can use his or her current card until a replacement card is received in the mail. The replacement card will be active when a PIN is selected.

**Example:** Mary Smith, the primary person, is changed to Mary L. Smith on ANID. CARES will request a replacement card from J.P. Morgan EFS. The worker should advise Mary to select a PIN when she receives her new QUEST card in the mail.

J.P. Morgan EFS recipient customer service cannot make PP or AP changes on the J.P. Morgan EFS system.

#### **24.02.02.01.03 Agency Address Cards**

If the card mailing address is the local agency address, the agency is responsible for providing a secure location for the card until the cardholder can pick up the card.

#### **24.02.02.02 Secondary Cardholder**

##### **24.02.02.02.01 Designating an Authorized Buyer**

If the FS AG designates an authorized buyer, the AB will get a Wisconsin QUEST card in addition to the primary cardholder. The primary cardholder must complete the Designation of Authorized Buyer for EBT (HCF 16004). The worker enters the AB information and a "Y" on the EBT signed form field on ACDP. The AB's name will be on a permanent Wisconsin QUEST card that will allow access to all of the FS AG's EBT benefits once a PIN has been selected. The AB's name should be a person's name, not the name of a facility. There is a limit of one secondary card per food stamp AG.

A field is displayed on ACDP to identify an EBT Authorized Buyer. The "EBT FORM SIGNED" field must have a "Y" entered there in order for the Authorized Buyer to receive a Wisconsin QUEST card. This field should not be completed until the Designation of Authorized Buyer for EBT form (Form 11847) has been signed.

J.P. Morgan EFS customer service can't make AB changes on the J.P.Morgan EFS system.

The card will be mailed to the AB at the primary cardholder's benefit address. CARES will add the primary cardholder's name to the mailing (for example, addressed to "AB Name" c/o "Primary Cardholder Name").

#### 24.02.02.02.02 Changing, Deleting or Adding an Authorized Buyer

When the AB is deleted on ACDP and a new AB is not added on the same day, the information is sent to J.P. Morgan EFS in a nightly file. The deleted AB will lose access to the EBT account by the next day.

If an AB is deleted and a new AB added the same day, the primary cardholder should call recipient customer service to immediately status (deactivate) the deleted AB's card. Otherwise, the deleted AB's card will be active until the new AB selects a PIN for his or her card. The new AB will not have access to the account until s/he receives a Wisconsin QUEST card in the mail and a PIN is selected.

To delete an existing Authorized Buyer, enter the "AE" delete code in the "DC" field on ACDP for the individual being deleted and press the enter key.

#### 24.02.03 Card Mailing Address

The mailing address for the primary cardholder is the address designated on ACDP, ACMA, or ACCH according to that hierarchy. A card for an AB will be mailed to the primary cardholder address. CARES will add the primary cardholder's name to the mailing (for example, addressed to "AB Name" c/o "Primary Cardholder Name").

#### 24.02.04 CARES EBT Procedures

##### 24.02.04.01 EBT Primary Cardholder and Mailing Address Hierarchy

The Wisconsin QUEST card is mailed to the primary cardholder (either the primary person or designated food stamp payee) at an address based on the following hierarchy.

1. The Wisconsin QUEST card is mailed to the FS payee at the address appearing on ACDP if the "FS payee" field is "Y" and the "address same as primary person" field is "N". A legal guardian (LG) authorized representative (AR) or alternate payee (AP) may be designated as a FS payee.

##### ACDP – Designated Payee

|  |                                      |                           |
|--|--------------------------------------|---------------------------|
| ACDP   | DESIGNATED PAYEE                     | 08/04/99 13:58            |
| CASE: 6700166969   | WORKER: XCT116                       | XCT116 J WOELFEL          |
| LAST UPDATED: 08 04 99   | CASE STATUS: OPEN                    | CASE MODE: ONGOING        |
| DC: __ SEQ NUM: 001  | PAYEE TYPE: <b>AR</b> AUTH REP/DESIG |                           |
| PAYEE NAME: RAY _____ RHODES _____ ID VR: CC LANGUAGE: E                 |                                      |                           |
| AFDC/W-2 PAYEE? (Y/N): N <b>FS PAYEE? (Y/N): Y</b> MA PAYEE? (Y/N): N    |                                      |                           |
| EBT FORM SIGNED? (Y/N): _  |                                      |                           |
| ADDRESS SAME AS PRIMARY PERSON? (Y/N): N                                 |                                      |                           |
| NUMBER    UNIT DIR    ST/RURAL RT/BOX#    SFX    QUAD    APT             |                                      |                           |
| PAYEE ADDRESS: <b>1445</b> _____ <b>NORTH 4TH STREET</b> _____           |                                      |                           |
| CITY: <b>NEW RICHMOND</b> _____ STATE: <b>WI</b> ZIP: <b>54017</b> _____ |                                      |                           |
| PROTECTIVE PAYMENT REASON: _      COPY OF NOTICES TO BE SENT? (Y/N): Y   |                                      |                           |
| NEXT TRAN: _      PARMS: 6700166969 _____                                |                                      |                           |
| <b>Next Tran:</b> ACDP   |                                      | <b>Parms:</b> Case Number |

Food Stamp Handbook  
Appendix Ch. 24 EBT

2. If ACDP is not completed the Wisconsin QUEST card will be mailed to the primary person (PP) at the address appearing on ACMA.

ACMA – Case Household Mailing Address

|   |                                |                           |
|---|--------------------------------|---------------------------|
| ACMA  | CASE HOUSEHOLD MAILING ADDRESS | 08/04/99 13:45            |
| CASE: 6700166969  | WORKER: XCT116 CASELOAD: 2465  | XCT117 J WOELFEL          |
| LAST UPDATED:   | CASE STATUS: OPEN              | CASE MODE: ONGOING        |
| NUMBER UNIT DIR ST/RURAL RT/BOX# SUF QUAD APT<br>MAILING ADDRESS: <b>250</b> _____ <b>Garden Lane</b> _____<br>_____<br>CITY: <b>Beloit</b> _____ STATE: <b>Wi</b> ZIP: <b>53511</b> _____<br>PHONE: _____<br>_____<br>NEXT TRAN: _____ PARMS: 6700166969 _____ |                                |                           |
| <b>Next Tran:</b> ACMA  |                                | <b>Parms:</b> Case Number |

3. If both ACDP and ACMA have not been completed (“N” in the “alternate address” field on ACCH), the Wisconsin QUEST card will be mailed to the primary person at the address appearing on ACCH.

ACCH – Case Household Information

|   |                               |                           |
|---|-------------------------------|---------------------------|
| ACCH  | CASE HOUSEHOLD INFORMATION    | 08/04/99 13:40            |
| CASE: 6700166969  | WORKER: XCT116 CASELOAD: 2465 | XCT117 J WOELFEL          |
| LAST UPDATED: 08 04 99  | CASE STATUS: OPEN             | CASE MODE: ONGOING        |
| OFFICE NUM: 5053 ROCK CO HSD  |                               |                           |
| CASE FILE LOCATION: IN LOCATION DATE: 08 04 99 FILING DATE: 08 04 99<br>IVD ASSIGNMENT: CASE CLOSED DATE:   |                               |                           |
| FIRST MI LAST SUF LANG IND IN HOUSEHOLD<br>IP NAME: CRAIG _____ NEWSOME _____ E Y   |                               |                           |
| NUMBER UNIT DIR ST/RURAL RT/BOX# SUF QUAD APT<br>HOUSEHOLD ADDRESS: _____ HWY 51 NORTH _____<br>_____<br>CITY: JANESVILLE _____ STATE: WI ZIP: 53547 _____ VR: CC<br>PHONE: 608 266 3747 <b>ALTERNATE ADDRESS (Y/N): N</b><br>CENSUS TRACT NUM : _____ REGION NUM: _____<br>HAVE YOU RESIDED IN WI ALL YOUR LIFE? (Y/N): Y LAST SIXTY DAYS?: Y VR: CC<br>PREVIOUS WI RESIDENT? (Y/N): _____ DATE MOVED FROM WI: _____<br>STATE MOVED FROM: _____ DATE MOVED TO WI: _____ RES REQ MET: |                               |                           |
| PF24: CALCULATE RESIDENCY REQ MET DATE<br>NEXT TRAN: _____ PARMS: 6700166969 _____  |                               |                           |
| <b>Next Tran:</b> ACCH  |                               | <b>Parms:</b> Case Number |

Food Stamp Handbook  
Appendix Ch. 24 EBT

### 24.02.04.02 Authorized Buyer/Secondary Cardholder

If an authorized buyer is designated on ACDP and the EBT signed form field is “Y” (Designation of Authorized Buyer for EBT (HCF 16004) has been signed by the primary cardholder); a card will be mailed to the AB at the primary cardholder’s address as identified in 1, 2, or 3 above. ACDP does not collect address or other information on the AB. The AB receives a Wisconsin QUEST card in addition to the primary cardholder. An AB cannot be designated as a FS payee on ACDP to avoid the issuance of multiple cards for the same person on the same case.

#### ACDP – Designated Payee

|  |                  |                                      |
|--|------------------|--------------------------------------|
| ACDP   | DESIGNATED PAYEE | 08/04/99 14:05                       |
| CASE: 1700162519   | WORKER: XCT116   | XCT116 J WOELFEL                     |
| LAST UPDATED: 07 27 99 CASE STATUS: OPEN   |                  | CASE MODE: ONGOING                   |
| DC: __ SEQ NUM: 001 PAYEE TYPE: <b>AB AUTHORIZED BUYE</b>  |                  |                                      |
| PAYEE NAME: RON_____ _ WOLF_____ _ ID VR: CC LANGUAGE: E   |                  |                                      |
| AFDC/W-2 PAYEE? (Y/N): N FS PAYEE? (Y/N): N MA PAYEE? (Y/N): N   |                  |                                      |
| <b>EBT FORM SIGNED? (Y/N): Y</b>   |                  |                                      |
| ADDRESS SAME AS PRIMARY PERSON? (Y/N): N   |                  |                                      |
| <div style="text-align: center;">             NUMBER UNIT DIR ST/RURAL RT/BOX# SFX QUAD APT           </div> |                  |                                      |
| PAYEE ADDRESS: _____   |                  |                                      |
| PROTECTIVE PAYMENT REASON: __  |                  | COPY OF NOTICES TO BE SENT? (Y/N): _ |
| DATE OF NEXT REVIEW OF PROTECTIVE PAYMENT STATUS: __ __ __   |                  |                                      |
| NEXT TRAN: _____ PARMS: 1700162519_____  |                  |                                      |
| <b>Next Tran:</b> ACDP   |                  | <b>Parms:</b> Case Number            |

#### 24.02.05 CARES Demographic Changes

Changes in information on ACCH, ACMA, ACDP, ANID, and ACPA should be updated when the FS AG reports a change. Changes in primary person, food stamp payee, authorized buyer, address, as well as SSN and date of birth will be processed by CARES and sent to J.P. Morgan EFS on a daily file around 11:00 p.m. Specific changes are identified with the screen:

- ACCH -change of address or phone number;
- ACPA - PP change; (The PP should only be changed in rare instances)
- ANID – primary person name, SSN, or date of birth change;
- ACDP- AP name or address change, AB name change;
- ACMA- change of mailing address.

CARES will order a new QUEST card if the cardholder name changes (this includes any name change) or a cardholder changes. Advise the cardholder that a new card is coming in the mail and that s/he should select a PIN for the new card. S/he should call customer service if s/he does not receive the new card in five business days. The previous cardholder (either the same person with a name change or a different person) should not call customer service to change the PIN for the card in his/her possession as this will cancel the new card.

Changes in the address, phone number, date of birth, or SSN do not result in the issuance of a QUEST card.

J.P. Morgan EFS updates the information on their system daily. This information is also used by recipient customer service to verify the identity of the cardholder.

**Note:** The local agency is responsible for updating this information even if the case/FS AG is closed on CARES. Even in a closed case, the AG may still have benefits in the EBT account and may need a card replacement in order to access their benefit.

The case/FS AG must be reopened to make changes to ANID and ACPA. Reopening a case requires an RFA.

If the FS AG is eligible for \$0 benefits, CARES will send demographic information and request a Wisconsin QUEST card at the time the FS AG becomes eligible for an amount above \$0. CARES screen BIET will display the date a QUEST card was requested. A QUEST card may have been produced during EBT conversion and no EBT benefits were issued. BIET will display the cardholder information and the message “No EBT Benefits” in the upper right hand corner of the screen.

No demographic changes are sent to J.P. Morgan EFS if benefits were expunged and BIET displays an “E” status for the current cardholder(s). Demographic changes are sent when a future EBT benefit is sent.

**CAUTION:** Do not enter characters used in other languages or unusual non-alpha characters in the name field on ANID or ACDP. If this is done it may cause the card production job at the J.P. Morgan EFS card issuance facility to abort. If this occurs, state EBT staff will contact the worker to correct the problem character. The correction will result in CARES ordering a replacement card.

## **24.02.06 PINS**

### **24.02.06.01 PIN Selection**

The cardholder must select a four-digit code or personal identification number (PIN) to be used with the card to access the EBT account. The primary method of PIN selection for a permanent card is through recipient customer service. The local agency should assist cardholders that have difficulty calling recipient customer service to select a PIN. If a vault card is issued, the cardholder must select a PIN at the local office using the Card Activation and PIN Selection (CAPS) device.

If the cardholder is issued a vault card, a permanent replacement card will be produced and mailed to the cardholder. The cardholder should select a PIN for the permanent card via the ARU. This will status (deactivate) the vault card. If a PIN is selected on the CAPS device, the vault card will not be statused.

A PIN must be selected for every CARES-ordered card. The cardholder may select the same PIN that s/he had previously. If a card is replaced by recipient customer service, the previous PIN carries over to the replacement card. [Click here to go to Appendix K for a Summary of PIN Select Rules.](#)

### **24.02.06.02 PIN Change**

A cardholder may change a PIN at any time. The primary method for a cardholder to change a PIN is by calling recipient customer service. As a secondary option, the cardholder may change a PIN at the local office on the CAPS device. The local agency should assist cardholders that have difficulty calling J.P. Morgan EFS Customer Service to select a PIN. If a vault card was issued, the cardholder must change the PIN at the local office using the Card Activation and PIN Selection (CAPS) device.

### **24.02.06.03 Compromised PIN**

The cardholder should immediately report a compromised PIN (the PIN becomes known to an unauthorized individual) to recipient customer service.

### **24.02.06.04 Suspension of Access to the Account**

If the cardholder attempts four consecutive invalid PIN entries on a POS device, the J.P. Morgan EFS system will suspend card access until 12:01 a.m. Eastern time the next day. Advise the cardholder to call recipient customer service to change his or her PIN after two unsuccessful attempts so that s/he will not lose access to his or her benefit for the rest of the day. Four consecutive unsuccessful PIN attempts per card will cause a suspension.

### **24.02.06.05 Wisconsin QUEST Card and PIN Responsibility**

The primary cardholder must sign an EBT Card and PIN Responsibility Statement (HCF 16007) at food stamp application and prior to the initial issuance of EBT benefits. If the client refuses to sign, note on the form that the information was reviewed and the client refused to sign the form.

The cardholder is responsible for protecting his or her Wisconsin QUEST card and PIN. Instructions on use of the card with the PIN, including how to change the PIN, must be provided to the household at food stamp application.



### 24.02.07 Emergency Vault Card Issuance (Initial Issuance)

The initial issuance of an emergency vault card only applies to an expedited case. An expedited case is a CARES application—either a new case or a case closed for more than one day. The case must meet CARES expedited criteria. In addition, the following process only applies to an initial card issuance. If a cardholder is a current cardholder on BIET, refer to the emergency card replacement process.

If the primary cardholder in an expedited case needs an initial Wisconsin QUEST card and the card will not be received timely in the mail to meet the expedited processing standard, the local office must issue a vault card to the primary cardholder. The local office may determine that an emergency exists for other reasons and may issue a vault card to the primary cardholder in an expedited case. A vault card is issued to the primary cardholder by the local agency using the following process:

#### AGBI – Assistance Group Benefit Issuance

Enter an “X” in the Issuance Method field, “EE” in the Issuance Method Reason field, and confirm the case. The expedited FS switch is set to Y when it is appropriate to issue expedited benefits. It will be N when expedited issuance is not appropriate.

**Caution:** AGBI MUST BE COMPLETED before the case is confirmed. Otherwise, you will be unable to access BIPN.

|                        |     |                                   |        |                   |         |                |                    |
|------------------------|-----|-----------------------------------|--------|-------------------|---------|----------------|--------------------|
| AGBI                   |     | ASSISTANCE GROUP BENEFIT ISSUANCE |        |                   |         | 08/02/99 08:16 |                    |
| CASE: 6700166161       |     | WORKER: XCT116                    |        | XCT116 J WOELFEL  |         |                |                    |
| LAST UPDATED: 08 02 99 |     | CASE STATUS: PENDING              |        | CASE MODE: INTAKE |         |                |                    |
| ISSUANCE               |     |                                   |        |                   |         |                |                    |
| CAT                    | SEQ | METHOD                            | REASON | FS                | DEPOSIT | EFT PAYMENT    | VENDOR HOLD OFFICE |
| FS                     | 1   | X                                 | EE     | Y                 |         |                |                    |
| NEXT TRAN: ____        |     |                                   |        | PARMS: 67001661   |         |                |                    |

|                        |                           |
|------------------------|---------------------------|
| <b>Next Tran:</b> AGBI | <b>Parms:</b> Case Number |
|------------------------|---------------------------|

#### BIPN - Primary Account Number (PAN) Details

After the case is confirmed, enter “BIPN” in the “NEXT TRAN” line and the case number in the “PARM” field. The case number and primary person name will be displayed. Enter the PAN from the vault card in the “Primary Account Number” field for the primary person. **Verify that the PAN entered on BIPN exactly matches the PAN on the vault card. If entered incorrectly, the client’s card cannot access their EBT account.**

|   |                                      |                |
|---|--------------------------------------|----------------|
| BIPN  | PRIMARY ACCOUNT NUMBER (PAN) DETAILS | 08/02/99 08:21 |
| XCT117 J WOELFEL                                    |                                      |                |
| CASE NUMBER : 6700166161 CATEGORY : FS SEQ NUM : 01 |                                      |                |
| PRIMARY PERSON NAME : GEORGE KOONCE                 |                                      |                |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|  |  |                             |
|--|--|-----------------------------|
| PRIMARY ACCOUNT NUMBER : <b>5077089000002873</b> |  | TIME PAN ENTERED : 08.21.42 |
| ALTERNATE PAYEE :                                |  | PAYEE TYPE :                |
| PRIMARY ACCOUNT NUMBER : _____                   |  |                             |
| NEXT TRAN: ____ PARMS: 6700166161_____           |  |                             |
| <b>Next Tran:</b> BIPN                           |  | <b>Parms:</b> Case Number   |

If a FS payee has been designated on ACDP, the name and payee type will display on the screen. Enter the PAN number of the vault card in the "Primary Account Number" field below the alternate payee name. **Verify that the PAN entered on BIPN exactly matches the PAN on the vault card. If entered incorrectly, the client's card cannot access their EBT account.**

|   |  |                             |
|---|--|-----------------------------|
| BIPN  | PRIMARY ACCOUNT NUMBER (PAN) DETAILS<br>XCT117 J WOELFEL | 08/04/99 13:37              |
| CASE NUMBER : 6700166969 CATEGORY : FS SEQ NUM : 01 |  |                             |
| PRIMARY PERSON NAME : CRAIG NEWSOME                 |  |                             |
| PRIMARY ACCOUNT NUMBER : _____                      |  | TIME PAN ENTERED : 13.37.42 |
| ALTERNATE PAYEE : RAY RHODES                        |  | PAYEE TYPE : AR             |
| PRIMARY ACCOUNT NUMBER : <b>5077089000002204</b>    |  |                             |
| NEXT TRAN: ____ PARMS: 6700166969_____              |  |                             |
| <b>Next Tran:</b> BIPN                              |  | <b>Parms:</b> Case Number   |

An emergency vault card can only be issued to the primary cardholder. An emergency vault card cannot be issued to a secondary cardholder (Authorized Buyer).

The worker who confirmed the case cannot enter the PAN on BIPN. BIPN will not be accessible if the primary cardholder for the case is a current cardholder on BIET. The worker will receive the error message "EBT CARD ALREADY EXISTS FOR THE PAYEE IN THIS CASE" if an attempt is made to access BIPN for an individual that is a current cardholder.

A vault card can be issued to an EBT case that has closed and reopened as an expedited case if there is a change in the primary cardholder and the new primary cardholder is not a current EBT cardholder. Examples: The primary person changes; an AP is removed (the PP will get the card), an AP is added or changed.

If the case is not eligible for expedited food stamps, the worker will not be able to access BIPN and will receive an error message “CASE NOT ELIGIBLE FOR EXPEDITED SERVICES”. If AGBI was not completed before confirmation, the BIPN error message will be “X ISSUANCE METHOD NOT ENTERED ON AGBI BEFORE CONFIRMATION.”

BIPN must be completed by the end of the day that the case is confirmed in CARES in order for the information to be sent to J.P. Morgan EFS in one of that day’s emergency files. If this does not occur, CARES will process the demographic file in the nightly batch process and a card will be mailed to the FS AG the next day through the normal process. BIPN will not be available and the vault card will not be usable because the card was not attached to the EBT account for the case.

Card issuance staff must also assist the cardholder with PIN selection using the CAPS (PIN select) device. Staff must provide any other EBT training, if needed. Inform the cardholder when the benefit will be available to him or her. Also provide information verbally and in writing on the use of the vault card and selection of a PIN for the permanent cards (see **Appendix H** for a sample handout). Advise the cardholder to check the balance in his/her account by calling J.P. Morgan EFS customer Service at 1-877-415-5164 before shopping. The cardholder should not contact recipient customer service to change a PIN for the vault card.

A permanent replacement card is ordered on the same night a vault card is issued.

#### **24.02.07.01 Emergency Benefit Process When the Primary Cardholder Has An Existing Card**

If a FS case reopens as an expedited case, benefits can be sent through the emergency process. The worker goes to AGBI and enters an “X” in the Issuance Method field and an “EE” in the Issuance Method reason field and confirms the case. BIPN is never accessed because the primary cardholder has a Wisconsin QUEST card and a vault card will not be issued. The benefit record is sent to J.P. Morgan EFS in the emergency file allowing the FS AG to access their benefits on the same day or by 2 a.m. Central time the next day with their existing card. Inform the cardholder when the benefit will be available to him/her.

#### **24.02.08 Card Replacement**

##### **24.02.08.01 Standard Card Replacement**

###### **24.02.08.01.01 Lost, Stolen or Damaged**

The recipient shall report a lost, stolen or damaged card to recipient customer service. When the recipient reports one of these events, J.P. Morgan EFS must immediately “status” the card. A statused (deactivated) card cannot be used to access the food stamp account. When a card is statused by customer service, a replacement card is normally requested. The card must be replaced within 5 business days from the date that recipient customer service is notified. The replacement card is mailed to the cardholder mailing address in active status. The cardholder does not have to select a PIN as the previous PIN carries over to the new card. Exception: If the initial card was never Pinned, the replacement card must be pinned.

As a standard practice at application or review, ask the primary person or alternate payee if s/he has a Wisconsin QUEST card. Staff with access to the J.P. Morgan EFS system can check the J.P. Morgan EFS system to determine the status of the card. Instruct the client to call recipient customer service to request a replacement if a card has been lost or stolen.

#### **24.02.08.01.02 Primary or Secondary Cardholder Changes in CARES**

If the primary or secondary cardholder is changed in CARES (name change, person deleted or person added), CARES will send a request to J.P. Morgan EFS to issue a card for the new individual. The new cardholder will not have an active card until the card is received in the mail and a PIN is selected. A cardholder change made today will be reflected on BIET tomorrow.

#### **24.02.08.02 Emergency Card Replacement**

##### **24.02.08.02.01 Replacing a Permanent Card with a Vault Card**

Local agencies have the capability to issue a vault card to replace a permanent card in an emergency situation. The local agency must define emergency situations and establish a uniform policy for card replacement. Since a replacement card will be received in 5 business days through the standard card replacement process, limit vault card issuance to documented emergencies. Review the card issuance information and card usage on the J.P. Morgan EFS system to determine if an emergency exists.

A vault card can be issued to a primary or secondary cardholder and is limited to one card per AG per occurrence. Do not issue a vault card to replace a vault card. **Do not issue a vault card AND make a CARES address change on the same day. The permanent replacement card will be mailed to the old address. Do not issue a vault card to a cardholder that has prohibited card access on the J.P. EFS system.**

A vault card must be issued through use of the J.P. Morgan EFS Card Replacement Screen. Complete the following steps:

1. Take a vault card from the vault card inventory and have the cardholder select a PIN using the CAPS device.
2. Access the J.P. Morgan EFS Card Replacement Screen and enter the PAN for the vault card that has just been pinned.
  - Check to be certain the PAN entered on the screen is exactly the same as the one on the vault card.
  - Completing this screen will link the vault card to the EBT account.
  - A vault card is not usable if it cannot be linked to a record in the J.P. Morgan EFS system.
3. A permanent replacement card is automatically ordered through update of the Card Replacement Screen.

There are several situations that may warrant the issuance of a vault card:

1. The FS AG is eligible for expedited food stamps and the cardholder requests an emergency card replacement.
2. The FS AG is not eligible for expedited food stamps and the primary cardholder or authorized buyer requests an emergency card replacement. The FS case may be opened or closed.
3. Each office must have the capability to issue a vault card for an emergency situation designated by DHFS.

**Note:** A replacement card cannot be issued until an account is set up on the J.P. Morgan EFS system. An account is not set up until a benefit is received.

##### **24.02.08.02.02 Primary and Secondary Cardholder Name Changes**

A vault card cannot be issued by the local agency for primary or secondary cardholder changes (name change or new cardholder). J.P. Morgan EFS does not have the initial or changed demographic

information for the new cardholder that is needed to process a vault card. A vault card is not usable if it cannot be linked to a record in the J.P. Morgan EFS system.

#### **24.02.08.02.03 Permanent Replacement Card(s)**

If the local office issues a vault card, the previous card is immediately “stated” on the J.P. Morgan EFS system **and a permanent replacement card is ordered.**

- If the cardholder did not call recipient customer service prior to the issuance of an emergency vault card, one permanent replacement card is ordered and will be received in the mail.
- If the cardholder called recipient customer service to status the card before issuance of an emergency vault card, the issuance of a vault card through the J.P. Morgan EFS Card Replacement Screen will result in the stating of the permanent replacement card that was ordered when the cardholder called recipient customer service. The cardholder will receive two replacement cards through this process. The first permanent replacement card will not be usable as it has been stated. The second permanent replacement card will be active when a PIN is selected.

Inform the cardholder regarding the number of permanent replacement cards that will be mailed to him or her. (See Appendix H for a sample handout.) Also tell the cardholder to call recipient customer service to check their account balance before using the card. This will ensure that the right card will be used to make a purchase.

When the cardholder receives the permanent replacement card, the cardholder must select a PIN to activate the card. The vault card will expire in 30 days or when a PIN is selected for the permanent replacement card, whichever comes first.

#### **24.02.08.03 Card Replacement Fee**

The cardholder may be charged a card replacement fee if the card loss rate for the state is excessive. Wisconsin’s card loss rate is compared to the loss rate of other EBT states. At the present time, Wisconsin will not charge a fee for a card replacement.

#### **24.02.08.04 Cards Returned to the State**

If the cardholder has moved, the post office will not forward the QUEST card(s) to the new address.

Cards returned by the post office or by any other source to the state will be stated (cancelled) by the state on the J.P. Morgan EFS system and destroyed. For cards returned by the post office, CARES will send the alert “EBT CARD RETURNED TO STATE” to the worker when a card is returned to the State. CARES will generate an alert to the worker and a daily EOS report -CARES -BI 730A-DLY(C070)) for Wisconsin QUEST cards that have been returned to the State. The report is sorted by agency/by worker. The report lists the mailing address for each card that was returned and the reason for the return. CARES-BI-731A-BIR (C0A3) is a monthly report that lists all of the cards returned in the month. It is sorted by agency/by worker/by returned date.

The return address for undeliverable cards is P.O. Box 2057, Madison, WI 53701-2057. Active and inactive cards returned to the local office must be sent to Tim Burnett, at this P.O. Box with a list of the card numbers (PANs), why they are being returned, and an agency contact name and phone number.

Due to liability issues, the local office should not hold a card mailed to the local agency address or a returned card for more than 30 days. Do not mail the card to the cardholder. The local office should

query the J.P. Morgan EFS system to determine if the card has been statused. If the card is statused, cut it up and dispose of it. Don't return the card to the address listed above.

If the card is statused by the state as undeliverable on the J.P. Morgan EFS system (card status code 11), J.P. Morgan EFS will not generate a replacement card.

The worker should check his or her case to see if the FS AG has reported a change in address and make the change in CARES as soon as possible. The CARES address change will be updated on the J.P. Morgan EFS system the same night. When appropriate, inform the cardholder that the card was returned and destroyed and that the cardholder should contact recipient customer service to request a replacement card. Recipient customer service will not issue a replacement card if an address is incorrect and has not been updated on their system. They do not have the ability to update customer addresses and will refer the cardholder to the local agency.

#### **24.02.09 Card Status**

A Wisconsin QUEST card must be in active status in order for the cardholder to access his or her benefit. All cards ordered by CARES will be in inactive status until a PIN is selected. Advise the cardholder to select a PIN by calling recipient customer service.

If a card is statused (deactivated) by recipient customer service as lost, stolen or damaged (not working), a replacement card is generated and mailed in active status. The previous PIN carries over to the replacement card.

A vault card is in inactive status until a PIN is selected and the card is attached to an account. The PIN must be selected using the CAPS device at the local office.

There will not be more than one active card for each cardholder.

#### **24.02.10 Card Access**

A cardholder can have inactive card access, active card access or prohibited card access on the J.P. Morgan EFS system.

If there is an alternate payee, the primary person is assigned a PAN on the J.P. Morgan EFS system but has prohibited card access (i.e. is not issued a card). The card status on the J.P. Morgan EFS system is "active". Recipient customer service does not have this information and therefore can't prevent a client with prohibited access from ordering a replacement card.

Only one card per valid user should have access to benefits at any one time.

#### **24.02.11 Group Living Arrangement Processing**

Wisconsin received an FNS waiver to provide group homes, shelters for battered women, alcohol and drug treatment centers with a POS device if food stamp transactions are \$100 or more each month. When the QUEST card is used for a purchase transaction on the facility's POS device, the amount transacted will be transferred to the facility's bank account. The recipient will receive a printed transaction receipt to document the transfer and the facility will use these funds to purchase food for the food stamp recipients residing in or eating at the facility.

When the recipient leaves the facility, the recipient's Wisconsin QUEST card must be returned to the recipient if the facility served as an authorized buyer. If the recipient does not have a card because

someone in the facility has been designated as the AP, the recipient should be instructed to contact the local agency to request a Wisconsin QUEST card. The facility and the recipient will process a food stamp return transaction to return any portion of the monthly allotment to which the recipient is entitled to the recipient's account. A copy of the transaction receipt must be provided to the recipient and retained by the facility to document the transfer.

Facilities without a POS should not spend more than 1/2 the monthly food stamp allotment prior to the 16<sup>th</sup> of the month. Half of the monthly allotment must be returned to the client if s/he leaves the facility prior to the 16<sup>th</sup> of the month. (FS Handbook, Appendix 02.03.01)

## **24.02.12 Account Set-Up and Benefit Availability**

### **24.02.12.01 Normal Daily Processing**

EBT accounts are set up on the J.P. Morgan EFS system and benefits are available to the cardholder by 12:30 a.m. Central Time the day following confirmation in CARES. If the cardholder is new to the EBT system, the card request is sent to J.P. Morgan EFS in a nightly batch run. The card is mailed from the J.P. Morgan EFS card issuance site the next business day following confirmation in CARES. (Note: Saturday and Sunday are not considered business days.) Expect that the card will take 3-5 business days to arrive in the mail.

### **24.02.12.02 Benefit Availability**

Daily benefits are available to the cardholder by 12:30 a.m. Central Time the day after the case is confirmed in CARES. The agency must advise the client when the daily benefit will be available.

Monthly benefits will be available at 12:30 a.m. Central Time on the same date each month based on the eighth digit of the primary person's SSN. Refer to CARES table TESS. The sequence number on CARES table TESS refers to the eighth digit of the primary person's SSN. The issuance date on IQFS reflects the benefit availability date. If the primary person does not have a SSN, CARES assigns "0" as the eighth digit.

### **24.02.12.03 Emergency Expedited Processing**

CARES will process emergency demographic and benefit files three times per business day (Monday through Friday):

1. If the expedited case is confirmed in CARES and BIPN completed by 12:00 noon Central Time, the account will be set up on the J.P. Morgan EFS system and the card will be usable by 3:00 p.m. Central Time the same day.
2. If the expedited case is confirmed in CARES and BIPN is completed by 3:00 p.m. Central Time, the account will be set up on the J.P. Morgan EFS system and the card will be usable by 6:00 p.m. Central Time the same day.
3. If the expedited case is confirmed in CARES and BIPN is completed after 3:00 p.m. Central Time but before CARES goes down for the day, the account will be set up on the J.P. Morgan EFS system and the card will be usable by 2 a.m. Central Time the following day.

#### 24.02.12.04 IQFS – Food Stamp Issuance History

IQFS displays an “E” issuance method for an EBT benefit or an "X" issuance method for an expedited emergency EBT benefit. The issuance date is the date the benefit is available on the J.P. Morgan EFS system.

|                  |     |  |                     |                    |        |    |          |          |   |
|------------------|-----|--|---------------------|--------------------|--------|----|----------|----------|---|
| IQFS             |     | FOOD STAMP ISSUANCE HISTORY - DISBURSEMENT |                     |                    |        |    |          | 09/01/99 |   |
| XCT116 J WOELFEL |     |  |                     |                    |        |    |          |          |   |
| CASE             |     | CAT  | PRIMARY PERSON NAME |                    |        |    |          |          |   |
| 1700163710       |     | SHARPER, DARREN                            |                     |                    |        |    |          |          |   |
|                  |     |  |                     |                    |        |    |          |          |   |
| SEL              | SUB | SEQ  | BENEFIT             | ISSUANCE           | ISSUED |    | DISP     | ISSUANCE |   |
|                  | CD  | NUM  | NUM                 | DATE               | AMT    |    | DATE     | MTHD     |   |
| —                | 1   |  | 100037140           | 09 05 99           | 125.00 | IS | 08 20 99 | 53       | E |
| —                | 1   |  | 100036709           | 08 04 99           | 155.00 | IS | 08 03 99 | 53       | X |
| —                | 1   |  | 100036437           | 04 20 99           | 177.00 | IS | 07 19 99 | 53       | M |
|                  |     |  |                     |                    |        |    |          |          |   |
| Next Tran: IQFS  |     |  |                     | Parms: Case Number |        |    |          |          |   |

#### 24.02.12.05 Rounding Benefits

Allotments of \$1, \$3, and \$5 will continue to be rounded up to \$2, \$4, and \$6 as described in the Allotment Unit of the Food Stamp Handbook. This is to ensure that clients on EBT are treated the same as those receiving coupons.

#### 24.02.12.06 Benefit Replacement

The EBT Card and PIN responsibility statement specifies that benefits will not be replaced. The client signs this statement prior to initial issuance of EBT benefits. Benefits will not be replaced if lost as a result of the loss or theft of the Wisconsin QUEST card and PIN up to the point in time that the recipient reports the loss to recipient customer service. Benefits will not be replaced if lost due to fraud committed, in total or in part, by the recipient.

Benefits will be replaced if lost after the recipient or representative reports to recipient customer service that the card has been lost or stolen. Benefits will also be replaced if lost due to system errors or malfunctions.

Auxiliary reason 954 must be used to issue replacement benefits. Do not generate replacement benefits using any other auxiliary reason. Refer to 24.02.14 for instructions to restore benefits that were returned from J.P. Morgan EFS to CARES due to expungement.

If there is a situation where benefits need to be replaced, contact:

- Judy Woelfel, DHFS: email – [woelfja@dhfs.state.wi.us](mailto:woelfja@dhfs.state.wi.us), fax (608)267-2269, or
- Tim Burnett, DHFS: email - [burnetf@dhfs.state.wi.us](mailto:burnetf@dhfs.state.wi.us), fax (608) 267-2269.

The BHCE staff listed above must request an auxiliary using reason 954 for EBT benefit replacement. The local agency must approve the request.

You may need to provide EBT transaction information for a fair hearing. If you need EBT transaction information that is older than 90 days, email Judy Woelfel or Tim Burnett to request this information. Provide the card number, client name, the period of time needed and the reason for the request.



### **24.02.13 EBT Accounts**

J.P. Morgan EFS will set up an account in the primary person's name. It is set up with an electronic deposit account (EDA) number on the J.P. Morgan EFS system. Primary and secondary cardholders will have access to the same account. The cardholders are associated to the EDA account based on the CARES case number.

#### **24.02.13.01 Account Status**

An EBT account can be active or dormant.

##### **24.02.13.01.01 Active Account**

The EBT account must be in active status in order for the cardholder to access the benefit. When the client purchases food at a retail store with the QUEST card, benefits are debited from the account from oldest to newest benefit based on the benefit availability date.

##### **24.02.13.01.02 Dormant Account**

A dormant account is an account that is deactivated by J.P. Morgan EFS because the account has not been accessed by the food stamp AG for 365 days.

If the account is not accessed within 60 days and the balance is greater than \$0, J.P. Morgan EFS will provide this information to CARES on the daily aging file. CARES will issue a warning letter (BIL2) to the FS AG. The worker will also receive the alert "NO EBT CARD USED IN 60 DAYS".

If the account is not accessed within 300 days, J.P. Morgan EFS will provide this information to CARES on the daily aging file. CARES will issue a warning letter (BIL3) to the FS AG if the account balance is greater than \$5.00. The worker will also receive the alert "300 DAY WARNING EBT BAL > \$5. If there is an outstanding claim against the primary person and the balance is greater than \$25, the BV Coordinator listed on CARES table TCRD will get the alert "300 DAY WARNING EBT BAL > \$25."

If CARES sends a benefit to J.P. Morgan EFS after the account is expunged, J.P. Morgan EFS will change the EDA status from dormant to active when the benefit is posted to the account.

#### **24.02.13.02 Adjustments**

During normal EBT transaction processing, settlement of the transaction is completed when the retail food store has been properly credited for an amount equal to the amount debited (subtracted) from the household's EBT account. System malfunctions can cause an interruption to this process, resulting in an error in the redemption process.

An adjustment must be made to correct the error. A system malfunction can also occur when a retail food store processes a credit to return an amount to the household's EBT account and debit the store's account.

J.P. Morgan EFS researches and processes adjustment requests initiated by retailers or Wisconsin QUEST cardholders.

##### **24.02.13.02.01 Retailer Initiated Adjustments**

Retailer initiated adjustments must be acted upon to debit a household's account no later than 15 calendar days from the date the system error occurred. The retailer is allotted nine calendar days and J.P. Morgan

Food Stamp Handbook  
Appendix Ch. 24 EBT

EFS is allotted six calendar days to report, approve/deny and process a correction request. J.P. Morgan EFS will reject **debit** correction requests from retailers that are submitted after the 15 calendar day timeframe.

Credit corrections are not held to the same 15 calendar time frame. J.P. Morgan EFS will not reject **credit** correction requests submitted from retailers after the 15 calendar day time frame. J.P. Morgan EFS will process credit adjustments due to households within six calendar days of their receipt.

#### **24.02.13.02.02 Client Initiated Adjustments**

Wisconsin QUEST cardholders call recipient customer service at 1-877-415-5164 to dispute a transaction. The dispute procedure is described in 24.02.17.03.

#### **24.02.13.02.03 Debit Adjustment procedure**

When J.P. Morgan EFS opens a debit adjustment claim on their system, they will send claim information to DHFS. DHFS/EBT staff will create a CARES notice (NAAJ) to the household based on the information provided by J.P. Morgan EFS.

If the client does not request a fair hearing within 15 calendar days of reporting an error, the J.P. Morgan EFS system will automatically begin the collection process. If the account does not contain sufficient funds to cover the entire debit adjustment amount, the system will attempt daily to make the adjustment until the end of the next calendar month. No debit adjustment will occur unless the account contains a sufficient balance for the total amount of the adjustment.

If the client requests a fair hearing within the 15 calendar day time frame, no further action will be taken to debit the household's account until the fair hearing decision is rendered. The Division of Hearings and Appeals (DHA) will notify DHFS/EBT staff of the fair hearing request. DHFS/EBT staff will enter the fair hearing request on the EBT Administrative System to notify J.P. Morgan EFS that a hearing has been requested.

If the fair hearing decision is rendered in the client's favor, no further action is needed if the debit adjustment had not been processed. If a debit adjustment had been processed, DHFS/EBT staff will request a credit adjustment to the household's EBT account.

If the fair hearing decision is rendered in favor of the State agency and no debit adjustment had occurred, collection activity will begin immediately against the current account balance. DHFS/EBT staff will notify J.P. Morgan EFS through the EBT Administrative System to re-open the adjustment. The J.P. Morgan EFS system will attempt daily to make the adjustment. No debit adjustment will occur unless the account has a sufficient balance to complete the total amount of the adjustment by the end of the next calendar month.

#### **24.02.14 Expunged Benefits**

All food stamp benefits will be expunged (removed) from the EBT account if any of the following occur:

- Benefits that have not been accessed by the AG for 365 days from the last date of use. If the card was never used, it is 365 days from the benefit availability date of the first EBT benefit.
- The account has been converted to food stamp coupons. The remaining balance in the EBT account will be expunged in eight days.

Food Stamp Handbook  
Appendix Ch. 24 EBT

- A one-person food stamp group is closed due to death of the recipient. Benefits will be expunged in 365 days. The local agency should contact recipient customer service to status the card(s).  
Other persons are not entitled to spend the remaining benefits

The expungement process occurs even when the balance is \$0. The J.P. Morgan EFS account status changes from active to dormant.

The FS AG loses its rights to the expunged benefits if the benefits are 365 days old. Local agencies must follow-up with open FS AGs' to prevent the expungement of benefits.

CARES will first apply the expunged amount as a balance adjustment to any outstanding FS claims (oldest claim first). A notice must be sent to the FS AG before the expungement can apply to the claim. You must enter a "y" in the notification field on BVCL prior to the expungement. Expunged amounts that have been applied to outstanding FS claims will appear on BVCD in the ADJ AMT field. The new beginning claim balance will be calculated and appear in the ADJ CLM AMT field. The agency will not earn an incentive on expunged funds that are applied to outstanding FS claims.

Any remaining amount is reflected as a returned benefit on IQFS, IQFD, and IQFT when CARES updates these screens.

CARES-BI-727A-BOM – “EBT Account Balances Over \$5 That May Be Expunged” (C099) is a monthly report that lists cases that will be expunged if the account is not accessed by the cardholder before the expungement date. It is produced the first business day of the month and reflects cases with accounts that have reached 300 days of non-activity.

CARES-BI-737A-BOM- “EBT Cases That Are Expunged” (C098) is a monthly report that lists the cases that have expunged benefits. It is produced the first business day of the month and reflects cases that had expunged benefits in the previous month.

Do not issue an auxiliary to restore benefits returned due to expungement if the benefits are 365 days old. The FS AG does not have a right to the expunged benefits. If some benefits are less than 365 days old, the FS AG may request that those benefits be reissued. The agency must issue an auxiliary for each month that had expunged benefits. The benefit period and amount should match the returned amount on IQFD. Use auxiliary reasons:

- 935: Restore lost benefits for an open case, or
- 936: Restore lost benefits for a closed case.

If the FS AG is open and FS benefits were issued for the current month or the previous month, the worker will get the alert “EBT EXPUNGED FS AG OPEN”. Contact the AG to report that remaining benefits (including current benefits) are no longer available to the AG. Advise the FS AG that they may request the issuance of expunged benefits that are less than 365 days old.

Expunged benefits may have been applied as an adjustment to outstanding claims on BVCD. The FS AG may request to have these benefits re-issued if the benefits are less than 365 days old. If expunged benefits are re-issued, contact the Public Assistance Collection Unit to adjust the claim. The address is 201 E. Washington Ave - Rm A200, PO Box 8938, Madison, WI 53708-8938  
Phone: 1-800-943-9499  
Fax: 1-608-266-8302

Food Stamp Handbook  
Appendix Ch. 24 EBT

If the client agrees to allow the adjustment to an outstanding claim balance and not have the benefits reissued, the client must sign a FNS-135.

In the following example, \$296 was returned due to an EBT account expungement. There was no outstanding claim. The Return Reason code for an expunged benefit is E1.

Food Stamp Handbook  
Appendix Ch. 24 EBT

IQFS – Food Stamp Issuance History-Disbursement

|   |     |                     |           |          |                           |      |      |          |  |
|---|-----|---------------------|-----------|----------|---------------------------|------|------|----------|--|
| IQFS      FOOD STAMP ISSUANCE HISTORY - DISBURSEMENT      08/12/99    10:54 |     |                     |           |          |                           |      |      |          |  |
| XCT116 J WOELFEL  |     |                     |           |          |                           |      |      |          |  |
| CASE  | CAT | PRIMARY PERSON NAME |           |          |                           |      |      |          |  |
| 7700163871  |     | VAN HORN, LILIA     |           |          |                           |      |      |          |  |
| SEL   | SUB | SEQ                 | BENEFIT   | ISSUANCE | ISSUED                    | DISP | DISP | DISP     |  |
|   | CD  | NUM                 | NUM       | DATE     | AMT                       | CD   | RSN  | DATE     |  |
| —   |     | 1                   | 100036506 | 07 24 99 | 296.00                    | RT   | E1   | 08 11 99 |  |
| <b>Next Tran:</b> IQFS  |     |                     |           |          | <b>Parms:</b> Case Number |      |      |          |  |

IQFD shows the detail of the returned amounts.

|  |     |                     |              |         |        |                   |          |  |  |
|--|-----|---------------------|--------------|---------|--------|-------------------|----------|--|--|
| IQFD      FOOD STAMP ISSUANCE HISTORY - DETAILS      08/12/99    11:03 |     |                     |              |         |        |                   |          |  |  |
| XCT116 J WOELFEL   |     |                     |              |         |        |                   |          |  |  |
| CASE   | CAT | SEQ                 | BENEFIT NUM  |         |        |                   |          |  |  |
| 7700163871   | FS  | 01                  | 100036506    |         |        |                   |          |  |  |
| PAYEE TYPE   |     | AP                  | ADDRESS IND: |         |        |                   |          |  |  |
| PAYEE NAME   |     | DAWSON, DORRIE      |              |         |        | PICKUP BEG DT:    |          |  |  |
| BANK NAME  |     |                     |              |         |        | PICKUP END DT:    |          |  |  |
| ADDRESS  |     | 318 W RIMROCK RD    |              |         |        | PICKUP DATE:      |          |  |  |
|  |     | JANESVILLE WI 53545 |              |         |        | PICKUP TIME:      |          |  |  |
|  |     |                     |              |         |        | ISSUANCE CLRK ID: |          |  |  |
|  |     |                     |              |         |        | RUN TYPE IND: D   |          |  |  |
| SEL  | BEN | TYPE                | BEN PERIOD   | BENEFIT | RECOUP |                   | RETURNED |  |  |
|  |     |                     |              | AMOUNT  |        |                   | AMOUNT   |  |  |
|  | MN  | DA                  | 08 01 99     | 230.00  | .00    | .00               | 230.00   |  |  |
| —  | EX  | DA                  | 07 23 99     | 66.00   | .00    | .00               | 66.00    |  |  |
| <b>Select from IQFS</b>  |     |                     |              |         |        |                   |          |  |  |

#### 24.02.15 Repayment/Voluntary Return of EBT Benefit

If EBT benefits were issued in error, the local agency should not make the benefits unavailable by statusing the QUEST card. Process an overpayment the same as you would have if food stamp coupons were issued in error.

If the FS AG wants to return a portion or all of the EBT benefit as a voluntary return or a payment toward a claim, designated staff in the local agency will deduct the amount from the EBT account using the J.P. Morgan EFS Account Repayment Screen. **The client must sign an FNS 135 (HCF 09002), Affidavit of Return or Exchange of Food Coupons, before a repayment is processed on the J.P. Morgan EFS Account Repayment Screen.** You must enter a “Y” in the notification field on BVCL if you establish a claim so that CARES can apply the repayment toward the claim. Refer to Chapter 3, Section 2 of the Benefit Recovery Accounting Manual for additional information.

Food Stamp Handbook  
Appendix Ch. 24 EBT

Food stamp benefit repayments or voluntary returns information is reported back to CARES on the daily account activity file the same night. CARES will first apply the amount to any outstanding claims (oldest claim first) and record the payment on BVPH. **You must establish the claim prior to processing the repayment on the J.P. Morgan EFS system.** Do not enter EBT claims repayments in the Benefit Recovery (BV) subsystem because CARES will automatically record the payment on BVPH by the next day.

Any remaining amount that cannot be applied toward a claim is reflected as a return on IQFS and IQFD. The disposition reason for the return is "E6".

**Case Example #1:** Desmond Howard is voluntarily returning \$35.35 of his FS benefits from his EBT account. He has no outstanding claims. The fiscal worker enters the repayment on the J.P. Morgan EFS Account Repayment screen. J.P. Morgan EFS sends the repayment information to CARES on the account activity file and CARES updates IQFS to reflect the return.

**IQFS –Food Stamp Issuance History-Disbursement**

|   |     |  |           |                           |        |                |           |
|---|-----|--|-----------|---------------------------|--------|----------------|-----------|
| IQFS  |     | FOOD STAMP ISSUANCE HISTORY - DISBURSEMENT |           |                           |        | 08/05/99 17:38 |           |
| XCT116 J WOELFEL  |     |  |           |                           |        |                |           |
| CASE  |     | CAT  |           | PRIMARY PERSON NAME       |        |                |           |
| 1700162519  |     |  |           | HOWARD, DESMOND           |        |                |           |
| SEL   | SUB | SEQ  | BENEFIT   | ISSUANCE                  | ISSUED | DISP           | DISP      |
|   | CD  | NUM  | NUM       | DATE                      | AMT    | CD             | RSN       |
| E   |     | 1  | 100036488 | 071499                    | 250.00 | <b>PR</b>      | <b>E6</b> |
| PF14 IQFD   PF16 IQFT   PF17 BIFS-SUPPL   PF18 BIFS-REPL   PAGE : 1 |     |  |           |                           |        |                |           |
| NEXT TRAN: _____ PARMS: 1700162519_____ IQFS                        |     |  |           |                           |        |                |           |
| <b>Next Tran:</b> IQFS  |     |  |           | <b>Parms:</b> Case Number |        |                |           |

**IQFD – Food Stamp Issuance History-Details**

IQFD shows that the \$35.35 repayment was recorded as returned.

|                         |             |                                       |                                   |                   |                |  |
|-------------------------|-------------|---------------------------------------|-----------------------------------|-------------------|----------------|--|
| IQFD                    |             | FOOD STAMP ISSUANCE HISTORY - DETAILS |                                   |                   | 08/05/99 18:03 |  |
| XCT116 J WOELFEL        |             |                                       |                                   |                   |                |  |
| CASE                    | CAT         | SEQ                                   | BENEFIT NUM                       |                   |                |  |
| 1700162519              | FS          | 01                                    | 100036488                         |                   |                |  |
| PAYEE TYPE              |             | PR                                    | ADDRESS IND:                      |                   |                |  |
| PAYEE NAME              |             | HOWARD, DESMOND                       |                                   | PICKUP BEG DT:    |                |  |
| BANK NAME               |             |                                       |                                   | PICKUP END DT:    |                |  |
| ADDRESS                 |             | 250                                   | GARDEN LANE                       | PICKUP DATE:      |                |  |
| BELOIT WI               |             | 53511                                 | PICKUP TIME:                      |                   |                |  |
|                         |             |                                       |                                   | ISSUANCE CLRK ID: |                |  |
|                         |             |                                       |                                   | RUN TYPE IND: D   |                |  |
| SEL BEN                 | BEN PERIOD  | BENEFIT                               | RECOUP                            | OFFSET            | RETURNED       |  |
| TYPE RSN                | COVERED     | AMOUNT                                | AMOUNT                            | AMOUNT            | AMOUNT         |  |
| —                       | SU 07 01 99 | 250.00                                | .00                               | .00               | <b>35.35</b>   |  |
| NEXT TRAN: ____         |             |                                       | PARMS: 1700162519/FS/01/100036488 |                   |                |  |
| <b>Select from IQFS</b> |             |                                       |                                   |                   |                |  |

A returned benefit will reduce the year-to-date amount issued to the client on IQFT.

**IQFT – Food Stamp Yearly Summary**

|                        |     |                           |                           |            |                     |  |
|------------------------|-----|---------------------------|---------------------------|------------|---------------------|--|
| IQFT                   |     | FOOD STAMP YEARLY SUMMARY |                           |            | 08/10/99 12:11      |  |
| XCT116 J WOELFEL       |     |                           |                           |            |                     |  |
| CASE                   | CAT | SEQ                       | FROM YR                   | TO YR      | PRIMARY PERSON NAME |  |
| 1700162519             |     |                           | HOWARD                    | DESMOND    |                     |  |
| YEAR                   | SUB | SEQ                       | ALLOTMENT                 | RECOUPMENT | RETURNED            |  |
|                        | CD  |                           | AMOUNT                    | AMOUNT     | AMOUNT              |  |
| 1999                   |     | 1                         | 541.00                    | .00        | <b>35.35</b>        |  |
| <b>Next Tran: IQFT</b> |     |                           | <b>Parms: Case Number</b> |            |                     |  |

**Case Example #2:** Desmond Howard wants to pay \$42.25 out of his EBT account toward an outstanding claim. The fiscal worker enters the \$42.25 repayment on the J.P. Morgan EFS Account Repayment Screen. J.P.Morgan EFS sends the repayment information to CARES on the daily account activity file. CARES updates BVPH with the payment. The payment source on BVPH is “EBT”.

**BVPH – Claim Payment History**

|                        |  |                           |  |  |  |
|------------------------|--|---------------------------|--|--|--|
| BVPH                   |  | CLAIM PAYMENT HISTORY     |  | 08/10/99 11:32                               |  |
| CLAIM: 3100004333      |  | TYPE: NC NON-CLIENT ERROR |  | XCT116                                       |  |
| UPDATED DATE: 08 09 99 |  | CLAIM STATUS: O OPEN      |  |  |  |
| CASE: 1700162519       |  | CAT: FS                   |  | SEQ: 01 ORIGINATING OFFICE: 5053 ROCK CO HSD |  |
| CASH                   |  | INKIND                    |  |  |  |
| ADJ CLAIM AMT:         |  | 55.00                     |  | 0.00 PERIOD: 07 01 99 THRU 07 31 99          |  |
| TOTAL RECOUPMNTS:-     |  | 0.00                      |  |  |  |
| TOTAL PAYMENTS:-       |  | 42.25                     |  | 0.00 CREATION DATE: 07 01 99                 |  |
| OUTSTAND BALANCE:=     |  | 12.75                     |  | 0.00 NOTIFICATION DATE: 07 01 99             |  |
| POSTED                 |  | PAYMENT PMT PMT           |  | PAYEE PAYEE *                                |  |
| DATE                   |  | AMOUNT TYP SRC            |  | PIN NAME WORKER CTY                          |  |
| 08 09 99               |  | 42.25                     |  | CA EBT 1100354131 D HOWAR DES999 99          |  |
| Next Tran: BVPH        |  | Parms: Claim Number       |  |  |  |

**24.02.16 Conversion: EBT to Coupons**

**24.02.16.01 Move Out of State**

Do not convert EBT benefits to coupons when the food stamp AG moves from Wisconsin to another state. The food stamp AG should be able to use the Wisconsin QUEST card at retail stores certified by FNS in most states, the District of Columbia, Guam and the Virgin Islands. There are a few exceptions. Advise clients where they can shop if they move to a state/territory listed below:

**Ohio:** The QUEST card can be used at ACME, Aldi, Big Bear, Dave's Supermarket, Fiesta, Fisher Foods, Giant Eagle, IGA, Kmart, Kroger, Lowes, Marsh, Sav-a-Lot, Thriftway, Walgreen, and Wal-Mart.

**Wyoming:** The QUEST card can be used at Albertsons, Econo Food, Evanston, IGA, Kmart, Safeway, Smith Food & Drug, and Wal-Mart.

**Puerto Rico:** Food Stamp Program customers cannot redeem their food stamp benefits in Puerto Rico; Puerto Rico administers its own food stamp program under an USDA block grant.

If the cardholder is having difficulty using the QUEST card in a state/territory, report the problem to state EBT staff.

It is becoming more difficult for customers to use food stamp coupons in states that have implemented EBT. Stores are required to take food stamp coupons but are also required to give change in food stamp coupons according to FNS rules. If stores can't give change in coupons because their supply is limited, they can refuse to take them. Banks are not required to accept food stamp coupons which makes it more difficult for retailers to find a bank that will redeem them. Retailers can contact the FNS Madison field office at (608) 662-3361 if they need to redeem coupons.



#### **24.02.16.02 Households With EBT Cards From Another State**

Households who arrive from another state (except Wyoming and Ohio) with a FS Electronic Benefit Transfer (EBT) card should be able to use the card in any Wisconsin store that accepts food stamps. Wyoming and Ohio may issue coupons to the household, cash out the household's account in that state or have a policy that requires benefits be spent in that state. The household should contact the previous state regarding their policy on converting EBT benefits.

Workers should contact the issuing state to ensure that the applicant is not getting duplicate FS.

#### **24.02.17 Automated Response Unit (ARU)/Recipient Customer Service**

J.P. Morgan EFS will provide ongoing assistance to recipients regarding use of the EBT system 24 hours per day, seven days per week. Recipients will access customer service by calling 1-(877) 415-5164. TTY: 1-(800)-947-3529. The numbers are shown on the back of the Wisconsin QUEST card and provided in training material.

Cardholders call customer service to report lost, stolen, or disabled cards; obtain current account balances; obtain a transaction history for up to two months if transaction receipts are unavailable; request card replacement and PIN change and resolve disputes regarding account transactions.

The first point of contact is the automated response unit (ARU). The caller can choose English or Spanish. The caller can get an account balance and the last 10 transactions through selections on the ARU menu. If the caller selects the option to report a lost or stolen card, s/he will be transferred to a customer service representative (CSR). The CSR will ask questions to verify the identity of the caller. Since Alternate Payee and Authorized Buyer information (other than the name) is not collected on CARES, the AP and AB must respond to questions about the primary person and usage of the card. Callers who cannot verify the information requested and do not have the primary person present on the line will be directed to the local agency for assistance.

Recipient customer service will advise the caller to contact the local agency regarding questions about food stamp eligibility and the amount of benefits issued. The caller will be directed to the local agency if a replacement card is requested and the address is not correct. The caller will also be directed to the local agency if the QUEST card has been cancelled due to a system cancellation (card status 09).

Recipients must contact recipient customer service regarding EBT account transaction issues within 90 days from the date of the original transaction being disputed.

For more information on PIN selection, refer to the ARU PIN Selection/Card Activation Process in 24.04.02.01.

Assist cardholders who need a replacement card, or do not understand the ARU process to select a PIN or reach a customer service representative. Each agency should have a copy of the ARU video to be used for worker and client training. The J.P. Morgan EFS ARU scripts for the client help-line and PIN selection are also available on the DHFS website at [http://dhfs.wisconsin.gov/foodstamps/ebt/county/script\\_options.htm](http://dhfs.wisconsin.gov/foodstamps/ebt/county/script_options.htm).

#### **24.02.17.01 How to Use the Automated Response Unit**

This is a summary of the steps required when a food stamp customer or a worker calls EBT recipient customer service for information relating to the QUEST card or QUEST account.

##### **To get your balance**

Step 1. Call 1-877-415-5164

Step 2. Press 1 for English or press 2 for Spanish

Step 3. Enter 16-digit card number followed by the pound sign. (5 seconds per digit allowed.) You will hear the remaining balance.

*This information is provided in the wallet card (PHC 16009) that should be handed out at application.*

##### **To select a PIN or change a PIN**

Step 1: Call 1-877-415-5164

Step 2. Enter 1 for English or 2 for Spanish. Callers who have a rotary phone or have difficulty pressing numbers should wait for the prompt to speak “1” for English or “2” for Spanish.

Step 3. Enter or speak your 16-digit card number. An entered number must be followed by the pound (#) sign. You will hear the remaining balance.

Step 4. Press 4 for PIN selection or replacement.

Step 5. Enter or speak your six-digit birthdate in month, day, and year order. For example, January 1, 1998 is spoken or entered as “zero one, zero one, nine eight.” If you are an authorized representative or authorized buyer, you must enter or speak the date of birth of the person you represent.

Step 6. Enter or speak your nine-digit Social Security Number. An entered number must be followed by the pound (#) sign. If you are an authorized representative or authorized buyer, you must enter or speak the social security number of the person you represent.

Step 6a: If you do not have a Social Security Number, enter or say “1”.

Step 6b: Enter or speak your case number.

Step 7. Enter four digits that you would like to use as your new PIN.

Step 8. Enter the same four digits to verify your new PIN. You will hear “Your PIN is now selected”.

Clients with hearing or language problems, or who for other reasons cannot select a PIN through the ARU, must be able to select a PIN at the local agency using the card activation and PIN selection (CAPS) device.

##### **To report a lost, stolen or damaged card**

Step 1: Call 1-877-415-5164

Step 2. Press 1 for English or press 2 for Spanish

Step 3. If you don't know your 16-digit card number, wait for 20 seconds. You will hear “I'm sorry, I did not recognize your number in the time allowed. Please re-enter your number”. You will then hear “To report your card lost, stolen or damaged, press 1 now”. Press 1.

Step 4. You will be transferred to a CSR.

##### **To get the last 10 transactions**

Step 1: Call 1-877-415-5164

Step 2. Press 1 for English or press 2 for Spanish

Step 3. Enter your 16-digit card number followed by the pound sign. You will hear the remaining balance.

Step 4. Press 2 to hear your last 10 transactions.

Step 5. Press 1 for Food Stamp transactions

**Inappropriate hang-up**

There may be occasions where an inappropriate hang-up occurs. Verify when the hang-up occurs and report the problem to the CARES Call Center. Customers should be advised to try calling the number again later.

**If you can't enter the 16 digit PAN or are calling from a rotary phone**

Step 1: Call 1-877-415-5164

Step 2: Don't press 1 for English or 2 for Spanish.

Step 3: Wait 30 seconds for the third prompt "For assistance in English, press or say 1. For assistance in Spanish, press or say 2." Say 1 or 2.

Step 4: You will hear "Please press or speak your sixteen-digit card number now". Say your sixteen-digit card number. You will hear the remaining balance.

Step 5: Press or say 2 to hear your last 10 transactions. Press or say 3 to report your card lost, stolen or damaged. Press or say 4 for PIN replacement.

**If you have a non-working card**

Step 1. Call 1-877-415-5164

Step 2. Press 1 for English or press 2 for Spanish

Step 3. Do NOT enter the card number of the non-working card when prompted. Wait for 20 seconds. You will hear "I'm sorry, I did not recognize your number in the time allowed. Please re-enter your number". You will then hear "To report your card lost, stolen or damaged, press 1 now". Press 1.

Step 4. You will be transferred to a CSR.

Note: If the caller enters the non-working card number, the response is "our records indicate the number you have entered is for a non-working card." If the caller then presses 2 to indicate that s/he did not report the card lost, stolen, or damaged, the response will be "The card number that was entered is not working because it has been cancelled. If you have not cancelled this card, please contact your local office to check the status of your account."

**To dispute a transaction or ask why a transaction was denied**

Step 1: Call 1-877-415-5164

Step 2. Press 1 for English or press 2 for Spanish

Step 3. Enter 16-digit card number followed by the pound sign. You will hear the remaining balance.

Step 4. Press 2 to hear your last 10 transactions

Step 5. Press 1 for Food Stamp transactions. You will hear the last 10 transactions. The ARU will list credits (POS credits or benefit deposits) or purchases.

Step 6. Press star if you require customer service assistance. You will hear a message about filing a claim and the time it takes for the investigation before an adjustment can be made.

Step 7. If you wish to file a claim or if you still have a question regarding a claim, press 1.

Step 8. You will be transferred to a CSR.

**TTY (Telecommunication Relay Service for Hearing/Speech impaired)**

Step 1. Call 1-800-947-3529

Step 2. Inform the person that you want to call the EBT hotline at 1-877-415-5164.

Tell him/her what to press to get the information needed or to be transferred to a CSR. The other method to get to a CSR is to not press or say anything. It will take about 1 minute and 50 seconds to go through all the prompts before being transferred to a CSR.

### **Speedier Access For Local Agency Staff**

Local agency staff can call 1-877-415-5164 and transfer directly to a customer service representative by entering a password. The customer service representatives have heightened levels of training to deal with calls from food stamp workers and designated EBT staff in the local agency. You can press an option to speak to a representative regarding the Card Activation and PIN Selection device (CAPS) troubleshooting, CAPS password resets, or cardholder problems.

*Keep the password confidential and never supply it to non-agency personnel.* If unauthorized staff use the service, the password may be changed.

Step 1: Call 1-877-415-5164

Step 2: When you hear the initial “welcome” greeting, press the star key.

Step 3: You will hear the prompt to enter the seven-digit password followed by the pound sign. Enter the password provided by the EBT Coordinator in your agency

Step 4: You will hear “ Please hold while your call is transferred to a customer service representative. To ensure that quality service is provided by our representatives, your call may be monitored or recorded for training and quality purposes”. The next message you will hear is “If your call is regarding a PIN selection device, please press 1 now; for all other assistance, please press 2”.

Step 5: Press 1 for CAPS troubleshooting or CAPS password reset. Press 2 for other problems.  
You will be transferred to a customer service representative.

### **24.02.17.02 Wisconsin EBT- Interpreter Services**

For clients that speak a language other than English or Spanish:

1. The customer should call J.P. EFS Customer Service at 877-415-5164.
2. The customer should not select an option when asked to select 1 for English or 2 for Spanish.
3. This request will be asked several times. Remain on the line and the call will be transferred to the live representative line.
4. If the customer is able to say which language he/she speaks, s/he should tell the representative when they come on the line.
5. The Customer Service Representative will then place the caller on hold.
6. When the representative comes back on the line there will be a third party on the phone, this will be the Language Line Interpreter.
7. The Interpreter and the representative will assist the customer with any questions they may have.

### **24.02.17.03 Dispute Resolution Process**

Recipients must contact recipient customer service regarding EBT account transaction issues within 90 days from the date of the original transaction being disputed. Recipient customer service will deny or approve the request.

To dispute a transaction, advise the caller to call J.P. Morgan EFS customer service and select to hear the last 10 transactions. The caller will be prompted to press “star” if s/he wishes to talk to a Customer Service Representative.

Requests for benefit replacement should be handled by the local agency. The recipient may request a fair hearing at any time by the State Division of Hearings and Appeals.

#### **24.02.17.04 Customer Service Call Handling Procedure When Client Disputes a Retail Transaction**

If the client disagrees with an amount that was debited from their account by a retailer, recipient customer service follows the steps below:

1. If the transaction occurred today (same day as client calling), encourage the client to return to the retailer's store to resolve the dispute. Most retailers are able to resolve these disputes.
2. If the transaction did not occur today or if the client is unable or unwilling to return to the retailer or the retailer refused to assist the client, offer to complete a Job Ticket.
3. Complete a Job Ticket.
4. Inform the client that another unit investigates disputes. The investigation unit determines the validity of the claim. Do not promise a date when the investigation will be completed.

#### **24.02.17.05 Job Ticket Claim Status**

Clients or an agency representative may call J.P. Morgan EFS regarding the status of a Job Ticket submitted previously. J.P. Morgan EFS customer service will transfer the call to the Tampa Regional Processing Center (RPC) representative during normal RPC business hours (9:00 a.m. to 5:00 p.m., EST), Monday–Friday. The calls must be announced prior to transferring the client so the customer service representative must state their name and location, the client's name, the client's state, and some information as to the nature of the inquiry.

If the RPC representative is not available, leave a message stating the client's information. Leave the client's telephone number including an area code where they can be reached.

If the client has already left a message and refused to leave another, or does not want to speak to the Claims Investigator and insists on speaking with someone else, J.P. Morgan EFS customer service will refer the call to the Claims Escalation Administrator. The call will be transferred in the same manner as above.

#### **24.02.18 Fraud, EBT Benefit Trafficking and Misuse**

##### **24.02.18.01 Introduction**

The Department of Health and Family Services (DHFS) has implemented an EBT client integrity agreement with the Midwest Regional Office of the Food and Nutrition Service (MWRO FNS) regarding the Wisconsin QUEST card method of issuance. This agreement is designed as a collaborative effort to address recipient QUEST card EBT trafficking and fraudulent use. Under this agreement:

1. FNS retains responsibility for all administrative actions related to retail stores, including investigation and disqualification of retail stores for trafficking. Trafficking means the buying or selling of coupons or other benefits for cash or consideration other than eligible food. (7 CFR 271.2).
2. DHFS, in conjunction with county/tribal Income Maintenance (IM) agencies, retains responsibility for the administration of client participation in the FSP. This responsibility includes ensuring program integrity by addressing trafficking, fraudulent use and abuse of QUEST (EBT) cards by clients. The administrative responsibility includes imposing penalties on clients determined to have committed Intentional Program Violations (IPV's) in accordance with the FSP Regulations 7 CFR 273.16, and DES Income Maintenance Manual (IMM), Chapter II, Part D. Local agencies are responsible for the administration of IPV's for clients in the FSP.

#### **24.02.18.02 Process**

The QUEST card (EBT), transaction system records dates, times, locations, purchase amounts, account numbers, and benefit value for each QUEST card FS transaction. The QUEST card (EBT) system also identifies questionable transactions at disqualified stores. This data may indicate the client is redeeming benefits illegally. This is an indication of a probable IPV. FS IPV disqualification regulations will apply to fraudulent QUEST card transactions.

#### **24.02.18.03 State Role**

EBT project staff will develop and operate a software tool for analyzing transaction and other data from J.P. Morgan EFS to spot potential trafficking and misuse of the food stamp program benefits. EBT project staff will be a resource for QUEST card (EBT) transaction data and will refer to the Public Assistance Fraud Section (PAFS) any cases of suspected retailer and client benefit trafficking. In addition, DHFS will respond to FNS requests to disable a retailer's EBT participation pending an administrative disqualification process. The contact person is Tim Burnett at (608) 267-4573.

PAFS will work with the EBT project staff to establish dummy EBT accounts and arrange for the issuance of cards for use in retailer investigations at the request of the United States Department of Agriculture (USDA) Office of Inspector General, the FNS Compliance Branch, and State law enforcement agencies (SLEB). The SLEB coordinator is Charles Billings, at (608) 267-4573.

PAFS will handle referrals of client EBT benefit trafficking from the EBT project, FNS and other sources under existing procedures. PAFS also will refer cases of suspected retailer EBT benefit trafficking to FNS.

#### **24.02.18.04 Local Agency Role**

In the administration of the FSP (EBT) QUEST card program at the local level, administering agencies are to take the following action:

##### **24.02.18.04.01 Client Education**

Prior to participation in the QUEST card method of issuance in the FSP, the client should be educated regarding liability and penalties for trafficking and fraudulent use. All clients must sign the (EBT) QUEST Card PIN Responsibility Statement (form DES-11793) to indicate that they have received training on the correct use of the QUEST card and PIN. (See IMM Ch. II, Part D, section 1.4.0)

The client will be educated in the manner above on the following points:

1. **YOU ARE RESPONSIBLE** for safeguarding your EBT card and PIN.
2. If your Food Stamp account is accessed by you, an Authorized Buyer, or any other person to whom you voluntarily gave your QUEST card and PIN, the transaction is considered authorized and the benefits will **not** be replaced.
3. You must report a lost or stolen QUEST card immediately to the customer Service toll free hotline: 1-877-415-5164 (TTY: 1-800-947-3529).
4. Do not give false information or hide information to get or continue to get food stamp benefits.
5. Do not trade, sell or alter QUEST cards.
6. Do not use other people's QUEST cards, unless authorized.
7. Do not buy ineligible items such as alcoholic beverages or tobacco with food stamp benefits.
8. Any member of your household who breaks any of these rules on purpose may not be able to get food stamp benefits for a period of 12 months or longer and may be fined up to \$250,000 or imprisoned up

to 20 years or both for violations of \$5,000 or greater and would be subject to prosecution under other federal and state laws. A court can also bar an individual for an additional 18 months from the program.

#### **24.02.18.04.02 Reporting Potential EBT Trafficking**

**A. Retailer:** When a local agency has information that a FS retailer certified by FNS is engaged in trafficking or fraudulent use of FS benefits, it should contact FNS using the toll-free hotline [(800) 424-9121] with information identifying the retailer, names of witnesses, and any other relevant information it may have. (IMM Ch. II, Part D. Section 5.7.0).

**B. Client or other person(s):** When the local agency has information that a FSP client or any other persons(s) is engaged in trafficking or fraudulent use of FS benefits, the local agency should forward this information in writing to PAFS. PAFS will coordinate with FNS to ensure that no further action will take place that will jeopardize an investigation that might be in progress by FNS. (IMM Ch. II, Part D. Section 2.6.0)

- ◆ If no contact with a client or other person(s) by the local agency has yet occurred, no contact should be initiated.
- ◆ If contact has occurred by the local agency, further activity should cease until authorization from FNS is received.

#### **24.02.18.04.03 Review State Referrals**

The local agency will review all available data which include CARES client information, and may include QUEST card transaction data supplied by the State EBT project staff for suspected trafficking or fraudulent use.

If the local agency determines that there is evidence to suspect reported misuse, local agency staff will contact the client and discuss the suspected misuse documentation.

The local agency will consider the nature of the report and any documentation to substantiate the suspected misuse. The local agency will document the client's response and obtain the client's signature attesting to the accuracy of the documentation.

#### **24.02.18.04.04 Status (IPV or IHE) Determination**

If the trafficking or fraudulent use is due to client misunderstanding, inadvertent error, or lack of client training, the agency should take appropriate action to prevent any further misunderstanding or inadvertent error.

If the local agency determines that the information of trafficking or fraudulent use by the recipient may constitute a violation of FSP regulations or any State of Wisconsin law relating to the use of FS benefits, the local agency may refer the case to the state contracted fraud investigation service provider. The purpose of the fraud investigation is to determine if the conduct of the recipient regarding the trafficking or fraudulent use was done with knowledge and intent. (See IMM Ch. II, Part D, section 3.1.0)

If the local agency determines that the evidence resulting from the fraud investigation constitutes a deliberate violation of FSP regulations or any State of Wisconsin law relating to the receipt and use of FS benefits, the local agency may refer the case to the District Attorney for prosecution. (See IMM Ch. II, Part D, Section 6.2.0)

#### **24.02.18.04.05 Disposition/Disqualification**

If the local agency determines that the facts of the case do not warrant criminal prosecution and the evidence resulting from the fraud investigation constitutes a deliberate violation of FSP regulations or any State of Wisconsin law relating to the receipt and use of FS benefits, the local agency may request an administrative disqualification hearing (ADH). The local agency will initiate the requirements for an ADH, as prescribed by federal regulation and department policy in accordance with instructions contained in section 11.0.0 of Chapter II, Part D of the Income Maintenance Manual. In accordance with the ADH process, the client may agree to a waiver of the ADH under Section 11.4.3 or the client may agree to a disqualification through a consent agreement as cited in Section 11.7.0 of the IMM. Include in the allegation a statement that the client intentionally misused their QUEST card by the supporting evidence presented which is trafficking and/or fraud, an IPV. Include a summary of the evidence obtained.

If the local agency determines probable trafficking or fraudulent use of the QUEST card by anyone other than the recipient, which may constitute a violation of any State of Wisconsin law relating to the use of FS benefits, the local agency may refer the case to the local law enforcement agency for investigation. The fraud program under Wisconsin Statute 49.197(1m) relates to FSP recipients. The violation by anyone other than the recipient is covered under Wisconsin Statutes as FS Offenses and/or financial transaction card crimes. (*ref.* Wis. Stats. 49.795, 943.41)

The local agency will give proper notice to the individual and process the disqualification of the individual as an IPV as required by current state ADH policy. The Division of Hearings and Appeals (DHA) reviews all cases of suspected IPV based on clear and convincing evidence presented by the local agency. The evidence will include a list of EBT account numbers for those clients whose transactions resulted in the retailer's disqualification. The FNS MWRO will provide this information, in addition to a summary of facts leading to the retailer disqualification and links or association with the client EBT account number. This list will usually mirror the transactions cited in the charge letter. The burden of proof is placed only on the local agency. To establish a client IPV on the trafficking or fraudulent use of a QUEST card, there must be clear and convincing evidence showing what specific person actually misused the QUEST card. (See IMM, Ch. II, Part D, Sections 11.4.2, 11.5.3 & 4).

#### **24.02.18.05 Penalties**

Penalties for disqualification are:

- 1<sup>st</sup> offense - 12 months
- 2<sup>nd</sup> offense - 24 months
- 3<sup>rd</sup> offense - permanently

A disqualification in the FSP will have no impact on W-2 or Medicaid benefits.

#### **24.02.18.06 Referrals from FNS after retailer disqualification**

MWRO and Madison field office disqualify a retailer for trafficking.

PAFS receives information and documentation from FNS MWRO of disqualified retailers trafficking QUEST card FSP benefits and associated clients involved in an IPV.

PAFS will facilitate administrative action against clients involved in alleged IPV only at the conclusion of the actions against the retailer.



PAFS forwards the applicable referrals including information and documentary evidence used to sanction the retailer to the appropriate local IM agency. The agency will review the referral and take appropriate action against the client potential IPV in accordance with IMM Chapter II, Part D.

**24.02.18.07 FNS Initiated Joint Administrative Action**

1. The Madison field office will identify clients with questionable QUEST card transaction activity in a suspect retailer/store.
2. The field office will notify FNS compliance branch, PAFS, and the appropriate local agency that it has identified a client(s) with suspicious QUEST card transaction activity at a particular retailer/store.
3. The local agency will notify the client in writing and schedule an interview with the client to discuss the client's QUEST card activity. (see sample letter)
4. An FNS representative will conduct the interview as part of a case against the store. Local agency personnel will be present and may take part in the interview process.
5. If the client admits to trafficking the local agency will initiate an ADH in accordance with instructions contained in section 11.0.0 of Chapter II, Part D of the Income Maintenance Manual. In accordance with the ADH process, the client may agree to a waiver of the ADH under Section 11.4.3 or the client may agree to a disqualification.
6. FNS will use the client's admission of trafficking in an administrative disqualification case against the retailer.

**24.02.18.08 Sample Letter**

**YOUR AGENCY LETTERHEAD**

(date)May 3, 2001

name of client /recipient  
address to client/recipient

Dear Client/recipient:

The Compliance Branch of the United States Department of Agriculture has referred an important matter concerning your food stamp case to this agency (name of your agency). In order to discuss this matter with you, an appointment has been scheduled for you at our office located at (give location, \_include room number, street, and city. )on (day, date and time), to meet with USDA Compliance Officers (insert names ).

If you are unable to keep this appointment, please contact (give name of case worker and phone number) immediately to reschedule your appointment.

Sincerely,

dAuthor

## **24.02.19 Retailers**

### **24.02.19.01 Access to Benefits**

Cardholders will access the appropriate food stamp account in retail food stores authorized by FNS in Wisconsin, most states, the District of Columbia, Guam and the Virgin Islands. See 24.02.16 for exceptions. The cardholder will gain access using a POS device or through a manual voucher process if a POS device is not available. The QUEST card must be present to process a transaction or manual voucher. Retailers are not required to use manual vouchers when the system is unavailable.

### **24.02.19.02 Authorization to Participate in the Food Stamp Program**

Wisconsin retailers must be certified by FNS to accept food stamp benefits. Retailers should contact FNS at 1-877-823-4369 to request an application to participate in the Food Stamp Program.

### **24.02.19.03 EBT-only equipment**

Many Wisconsin retail stores own their own POS equipment or lease it through a third party processor. If the store does not have POS equipment, DHFS (through J.P. Morgan EFS) will provide a POS terminal or terminals if the retailer has \$100 or more per month in food stamp redemption activity and has the capability to support operation of the terminal(s). The equipment and services must be utilized solely for the Food Stamp Program.

## **24.02.20 Ongoing Local Office Training Requirements**

The local agency must provide the EBT Q & A brochure, wallet card (PHC 16009), and EBT training to food stamp applicants. Make the EBT Training Video available for client viewing. Discuss how the cardholder will use the ARU and reach a customer service representative, if needed. It is suggested that the client also view the ARU training video.

At application, ask the primary person or alternate payee if s/he has a Wisconsin QUEST card. Use the BIET screen in CARES to determine if there are any current EBT cardholders for the case. Staff with access should check the J.P. Morgan EFS system if the cardholder reports problems with the card. Instruct the client to call recipient customer service to request a replacement if a card has been lost or stolen.

During training, advise the cardholder to call recipient customer service to change his or her PIN after two unsuccessful attempts so s/he will not lose access to his or her benefit for the rest of the day. Cardholders should know the account balance before getting to the checkout lane in a store. They should specify the amount to be deducted from the EBT account if the amount of purchase exceeds the balance in the account. The #1 reason transactions are denied is due to insufficient funds.

### **24.02.21 Local Agency FS Participation Follow-up Procedures**

Local agencies must establish follow-up procedures to ensure that QUEST cardholders are able to access benefits and get help if they are having problems with the QUEST card. The local agency may require a client contact for cases if the EBT card is not used in 60 days. At review, ask if the cardholder is having any problems using the QUEST card. If the cardholder states the card is not working, staff with J.P. Morgan EFS access should review the Balance Inquiry, Detail Journal, and Card History screens to determine why transactions are denied.

For cases with 300 days of non-activity, use the monthly report CARES BI727A-BOM –“EBT Account Balances Over \$5 That May Be Expunged” (C099) to determine if a personal contact by phone or certified mail is required prior to the expungement date. A personal contact is required if

1. The FS AG is open, or
2. The case status is open/FS AG closed and the account balance is \$20 or more.

For cases closed for all programs, the local agency must establish criteria for follow-up based on a minimum balance in the account.

#### **24.02.21.01 Denied Transactions Reports**

Several EOS reports provide information on denied transactions for each county/tribe.

J.P. Morgan EFS identifies the reasons for the denied transactions on their system and sends this information to CARES. You can also view denied transactions for cardholders on the J.P. Morgan EFS Detail Journal Inquiry screen.

CARES-BI790B-BOM DENIED EBT TRANSACT-CTY/TRB SUMM (C095) is a summary of the total denied transactions for a month by denial reason. It is sorted by agency with a state total at the end of the report.

CARES-BI790A-BOM DENIED EBT TRANSACTIONS-CTY/TRB (C094) lists all the denied transactions for a month by denial reason. It is sorted by CARES case number, by agency with a state total at the end of the report.

#### **24.02.21.02 Out-of-State Transactions**

A monthly report, CARES-BI744A-BIR, POS (Point of Sale) Out-of-State Usage Report, (C0A8) lists out-of-state transactions for Wisconsin QUEST cards. The monthly report is sorted by agency and by worker and lists open FS cases that had out-of-state transactions in both the report month and the previous month. It will include the case number, card number, cardholder name, cardholder type (PP, AP, or AB), total transactions and total transaction amounts for each merchant, the merchant name and address (street address, city, state). For each worker, the cases are sorted by (1) all transactions in non-border states, (2) transactions in both border and non-border states, and (3) all transactions in border states. Border states are Iowa, Minnesota, Michigan and Illinois. Note: If the county or supervisory unit changes from one month to the next, each month's transaction information will be listed with the county or supervisory unit associated with the case.

Use this report to identify cases that need follow-up based on the FS AG's address and the city and state where transactions occurred. To get the most current transaction information, local agency staff with access to the J.P. Morgan EFS system should go to the J.P. Morgan EFS Detail Journal Inquiry screen (from the Balance Inquiry screen). Select recent transactions and go to the Transaction detail screen to see the merchant location. This will tell you where the cardholder is currently shopping. Instructions on these screens are found in 24.03.03.01 (Balance Inquiry), 24.03.03.04 (Detail Journal Inquiry) and 24.03.03.05 (Transaction Detail).

QUEST cardholders may be vacationing or working out-of-state, or may have relocated out-of-state. Cardholders living near a border state may shop in the border state on a regular basis. Use this report to assist you in evaluating the status of open FS AGs. You may determine that a client contact is needed.

#### **24.02.22 BIET – EBT Cardholders**

BIET is a CARES screen that displays EBT cardholder information for a case.

- To access the screen: type BIET in the NEXT TRAN line and the case number in the PARMS line and press the enter key. The screen will display the current EBT cardholders for that case.
- To view historical data for all cardholders for the case: key BIET in the NEXT TRAN and the case number//current or future date in the PARMS and press the enter key.

This screen will help workers determine whether a cardholder for an AG was issued a Wisconsin QUEST card and is a current cardholder for this case on the J.P. Morgan EFS system. A new line of data does not always mean that a card is ordered by CARES. For example, a new line of data is added when the case is expunged. The cardholder name did not change. The status changed from Y (has access) to E (expunged). A card is not ordered in this situation.

Exception: CARES will not send demographic (including cardholder) changes to J.P Morgan EFS if the current cardholder(s) has expunged benefits and the current status for cardholders is “E”. This prevents the issuance of a QUEST card when the account has been expunged and the account balance is zero. BIET will display the current cardholders as of the expungement date. CARES will send demographic information to J.P. Morgan EFS when a new benefit is issued and posted to the account. BIET is updated the next day and will show the cardholder change.

Food Stamp Handbook  
Appendix Ch. 24 EBT

|  |                                       |                                    |
|--|---------------------------------------|------------------------------------|
| BIET   | EBT CARDHOLDERS                       | 03/15/00 10:24<br>XCT117 J WOELFEL |
| CASE<br>2700162722   | PRIMARY PERSON NAME<br>LEVENS, DORSEY |                                    |
| CARDHOLDER TYPE  | STATUS CARDHOLDER NAME IND            | HIST SEQ REJECTED UPDATED DT       |
| PP   | E DORSEY LEVENS                       | 2 2000-12-01                       |
| AP   | E MIKE HOLMGREN                       | 2 2000-12-01                       |
| PP   | N DORSEY LEVENS                       | 1 1999-06-21                       |
| AP   | Y MIKE HOLMGREN                       | 1 1999-06-21                       |
| <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <span>PF15 IQFS<br/>NEXT TRAN: _____</span> <span>PAGE : 01<br/>PARMS: 2700162722//031500</span> </div> |                                       |                                    |

Press the PF1 key for screen level help to obtain information related to the fields on BIET.

An indicator of the type of cardholder is displayed here. The valid values are PP (Primary Person), AP (Alternate Payee), or AB (Authorized Buyer). When there is an AP for the case, the PP information will also be displayed even though the PP has no access to the FS benefit.

The status indicator is related to the status of the cardholder. Valid values are “Y” (with benefit access), “N” (with no benefit access), “D” (dormant), or “E” “expunged”.  
The “D” reflects a historical record for dormancy for dates prior to the dormancy policy change on 9/1/01.

If a PP or AP has an “N” or does not appear at all, s/he is not considered a current cardholder. If the AP or AB has a “Y” status on the current screen, s/he has a card on the J.P. Morgan EFS system.

For cases that expunged, the PP’s status is always changes to “E” regardless of his or her access. If there is a current AP with a “E” status, the AP is the current cardholder. The PP does not have access to the EBT account and is not treated as a current cardholder. If there is not a current AP with a “E” status, the PP has access and is treated as a current cardholder.

The historical sequence indicator reflects the historical sequence number for that line of data.

The rejected indicator reflects whether the record has been rejected by the J.P. Morgan EFS system. Valid values are “blank” or “Y”. If the value is “Y”, the record was rejected by the J.P. Morgan EFS system. In the event a record is rejected by J.P. Morgan EFS, the state will research and send the appropriate record to the J.P. Morgan EFS system.

The updated date is the date the record was updated.

“NO EBT BENEFITS” will be displayed in the upper right hand corner of the screen if the FS AG was included in an EBT conversion but EBT benefits were never generated.  
Until J.P. Morgan EFS receives a benefit, the account will not be set up. That means a replacement card can’t be issued by J.P. Morgan EFS customer service until a benefit is issued and posted to the EBT account.

## 24.03.00 EBT System Screens

### 24.03.01 General Overview

#### 24.03.01.01 Administrative Processing

This section describes the inquiry and maintenance features of the J.P. Morgan EFS EBT system. Account balance, transaction history, and detailed account information will be provided via display screens, with maintenance functions restricted to authorized personnel only.

The following chart summarizes the accessibility of the various display screens and indicates where each sample screen format is detailed in this section:

**Note:** Some of the administrative screens and code references explained in this document are generic to the EBT system and may mention cash programs. However, at this time the cash option is not activated in Wisconsin.

| <i>J.P. Morgan EFS EBT System Screens</i>  | <i>Accessible by State/ Local Agency Employees</i> | <i>Accessible by J.P.Morgan EFS CSR</i> | <i>Administration Function Type</i> |
|--|--|---|-------------------------------------|
| <b>Log-On</b>  | X  | X                                       |                                     |
| <i>The initial security log-on screen to the EBT system from the State terminals</i> |  |   |                                     |
| <b>Client Search</b>   | X  | X                                       | Inquiry                             |
| <i>Provides a generic look-up facility for finding recipient data</i>                |  |   |                                     |
| <b>Balance Inquiry</b>   | X  | X                                       | Inquiry                             |
| <i>Displays summary information for recipient's account(s)</i>                       |  |   |                                     |
| <b>Cardholder Inquiry</b>  | X  | X                                       | Inquiry                             |
| <i>Displays detailed information concerning the cardholder</i>                       |  |   |                                     |
| <b>Cardholder Detail Journal Inquiry</b>   | X  | X                                       | Inquiry                             |
| <i>Displays transaction history information for cardholder/recipient</i>             |  |   |                                     |
| <b>Cardholder Transaction Detail</b>   | X  | X                                       | Inquiry                             |
| <i>Displays more detailed information about a selected transaction</i>               |  |   |                                     |
| <b>Benefit Grant Inquiry</b>   | X  | X                                       | Inquiry                             |
| <i>Displays grant information that was used to fund the internal benefit account</i> |  |   |                                     |
| <b>Benefit Grant Detail</b>  | X  | X                                       | Inquiry                             |
| <i>Displays detailed information about a benefit grant</i>                           |  |   |                                     |
| <b>Cardholder Detail Journal Inquiry</b>   | X  | X                                       | Inquiry                             |
| <i>Displays transaction history information for cardholder/recipient</i>             |  |   |                                     |
| <b>Retailer Transaction Detail</b>   | X  | X                                       | Inquiry                             |
| <i>Displays detailed information about a selected transaction</i>                    |  |   |                                     |
| <b>Pending Card Search</b>   | X  |   | Inquiry                             |

Food Stamp Handbook  
Appendix Ch. 24 EBT

| <b>J.P. Morgan EFS EBT System Screens</b>   | <b>Accessible by State/ Local Agency Employees</b> | <b>Accessible by J.P.Morgan EFS CSR</b> | <b>Administration Function Type</b> |
|---|--|---|-------------------------------------|
| <i>Allows cards to be viewed that are not linked to demographics</i>  |  |   |                                     |
| <b>Benefit Pending Search</b>   | X  |   | Inquiry                             |
| <i>Allows access to view future data transactions in the Benefit Pending file</i>   |  |   |                                     |
| <b>Demographic Pending Search</b>   | X  |   | Inquiry                             |
| <i>Displays pending recipient's demographic information</i>   |  |   |                                     |
| <b>Update Inquiry</b>   | X  |   | Inquiry                             |
| <i>Allows inquiry regarding the status of the State batch processing</i>  |  |   |                                     |
| <b>State Issuer Totals Inquiry</b>  | X  |   | Inquiry                             |
| <i>Allows quick inquiry to the settlement for the current day as well as previous days; previous day's settlement will be kept online for up to 30 days</i> |  |   |                                     |
| <b>Benefit Issuer Totals</b>  | X  |   | Inquiry                             |
| <i>Allows quick inquiry into the benefit program type for the previous day's drawdown; previous day's settlement will be kept online for up to 30 days</i>  |  |   |                                     |
| <b>Card History Inquiry</b>   | X  |   | Inquiry                             |
| <i>Allows users to view the history of recipient cards</i>  |  |   |                                     |
| <b>Card History Detail</b>  | X  | X                                       | Inquiry                             |
| <i>Allows users to view details of a specific card replacement</i>  |  |   |                                     |
| <b>Account Repayment</b>  | X  |   | Maintenance                         |
| <i>Allows online entry for benefit recoveries; this is a State administrative function to manage recovery of funds transactions</i>                         |  |   |                                     |
| <b>Dormant Account Maintenance</b>  | X  |   | Maintenance                         |
| <i>Allows benefits to be placed in an active status from an inactive status.</i>  |  |   |                                     |
| <b>Card Replacement</b>   | X  |   | Maintenance                         |
| <i>Allows users emergency card replacements for Primary Persons (PP), Alternate Payees (AP), and Authorized Buyers (AB).</i>                                |  |   |                                     |
| <b>Card Status Maintenance</b>  |  | X                                       | Maintenance                         |
| <i>Allows cards to be placed in a lost, damaged, or stolen status</i>   |  |   |                                     |
| <b>Card Replacement</b>   |  | X                                       | Maintenance                         |
| <i>Allows the issuance of replacement cards</i>   |  |   |                                     |
| <b>PIN Issuance Control</b>   |  | X                                       | Maintenance                         |
| <i>Allows users to select a unique PIN in a secured fashion</i>   |  |   |                                     |
| <b>Manual Authorization</b>   |  | X                                       | Maintenance                         |
| <i>Allows for the processing of manual authorizations and generation of an authorized number</i>  |  |   |                                     |
| <b>Balance Adjustment</b>   |  | X                                       | Maintenance                         |
| <i>Allows an adjustment to the accounts.</i>  |  |   |                                     |



Food Stamp Handbook  
Appendix Ch. 24 EBT

| <i>J.P. Morgan EFS EBT System Screens</i>                          | <i>Accessible by State/ Local Agency Employees</i> | <i>Accessible by J.P.Morgan EFS CSR</i> | <i>Administration Function Type</i> |
|--|--|---|-------------------------------------|
| <b>Client Address Inquiry</b>                                      | X  | X                                       | Inquiry                             |
| <i>Allows viewing of complete address information for a client</i> |  |   |                                     |

#### 24.03.01.02 Wisconsin Profile Assignments

Multiple profiles for the J.P. Morgan EFS EBT system are available based on job functions. Below is a table that displays those profiles that are applicable to local offices.

| <i>EBT Administrative Terminal Access Profile</i> | <i>Screen Access</i>  |
|---|---|
| Local Office Card Issuance*                       | Balance Inquiry<br>Client Search<br>Card Replacement<br>Benefit Pending Search<br>Demographic Pending Search<br>Pending Card Search<br>Card History Inquiry                                 |
| Local Office Fiscal Support*                      | Balance Inquiry<br>Client Search<br>Benefit Pending Search<br>Demographic Pending Search<br>Pending Card Search<br>Card History Inquiry<br>Dormant Account Maintenance<br>Account Repayment |
| Local Office Inquiry Access                       | Balance Inquiry<br>Client Search<br>Benefit Pending Search<br>Demographic Pending Inquiry<br>Pending Card Search<br>Card History Inquiry  |

\*An individual should not have access to both the fiscal and card issuance profiles.

#### 24.03.02 Security Profiles Access

Access to the J.P. Morgan EFS EBT system will be through the J.P. Morgan EFS EBT administrative terminal. EBT administrative terminal users will have their access to functionality controlled by user profiles that identify the screens the user is able to access. The user profiles are defined by job requirements.

The process for requesting access to the J.P. Morgan EFS EBT administrative terminal application is to complete the Wisconsin EBT Application User ID Security Request Form (DWSW 11702-E). The form has the type of access being requested. Within the local office, access to the EBT Administrative Terminal system will be restricted to one of the defined three profiles:

Food Stamp Handbook  
Appendix Ch. 24 EBT

- Local Office Card Issuance – workers with this access will be able to issue emergency vault cards to clients, and should also have access to the Card Activation/Pin Selection (CAPS) terminal. These workers will also have inquiry and search access to client data and history, but will **not** be able to perform any of the fiscal operations such as food stamp coupon conversion, account repayment, or dormant account maintenance. It should be noted that a separate security request would need to be completed to obtain access to the CAPS terminal.
- Local Office Fiscal Support – county workers with this access will be able to support client food stamp repayment transactions. The worker will also be able to change an EBT account from dormant status back to an active status. (This function became obsolete 9/1/01 with the dormancy policy change.). The worker will also be able to perform searches and inquiries against a client's account.
- Local Office Inquiry Access – workers with this access will not be able to perform any update transactions on the EBT system, but will have inquiry and search access to client data and history.

The EBT Application User ID Security Request form will need to be signed by the designated County Security Administrator before being forwarded to the Division Security Officer. Requests not signed by the County Security Officer will be returned. This form must also be completed to delete someone who is no longer responsible for these functions.

#### 24.03.02.01 Log-On to J.P. Morgan EFS EBT System

To gain access to J.P. Morgan EFS EBT system, sign-on from the selection screen, the same menu as you sign on for the CARES system.

The following security information is needed to log on to J.P. Morgan EFS EBT system:

- Group—Group names are assigned by J.P. Morgan EFS (WIEBT#)
- Name—User ID is assigned by J.P. Morgan EFS (W#####)
- Password—Initial password is assigned by J.P. Morgan EFS

Each user will be assigned a unique J.P. Morgan EFS group name, User ID, and password that will allow access into the J.P. Morgan EFS Wisconsin EBT system. Users must complete the Wisconsin Application User ID Security Request Form (DWSW 11702-E) to request security access. Any request to access the J.P. Morgan EFS system must be accompanied by a completed DES 10 (Computer Access Request).

The initial password must be changed during the initial sign-on process. **Passwords are upper or lower case sensitive.** Be certain that you enter the security information correctly. There are three situations where a “security violation” message will appear at the bottom of the screen. These are:

- Password input incorrectly
- Using upper or lower case password to log in when the opposite was used initially to log on
- Password has expired

After three consecutive “security violations”, regardless of time lapsed between each **unsuccessful** try, the user will be “locked out” of the system and will need to contact the security Help Desk at (608)-261-6827 to regain access.

Passwords expire after 30 days. You may not reuse the same password for six months.

If the Group or Name is entered incorrectly, an “Invalid User” message will appear at the bottom of the screen.

If the user is logged on to the system, and there is no activity for 15 minutes, the system will automatically log out the user and send the user back to the J.P. Morgan EFS EBT Log-On screen.

Individuals who do not access the J.P. Morgan EFS system for 6 months will lose access to the J.P. Morgan EFS system.

#### 24.03.02.01.01 Initial Log-On Screen

This section describes how to log on to the J.P. Morgan EFS EBT system for the first time using the Log-On screen.

|  |                           |        |
|--|---------------------------|--------|
| 08/18/99   | J.P. Morgan EFS SYSTEM    | 12:07  |
|  | Logon Screen \EBTB \$BOSS |        |
| =====  |                           |        |
| Group  | _____                     |        |
| Name   | _____                     |        |
| Password   |                           |        |
| <p>You are authorized to use this System for approved business purposes only. Use for any other purpose is prohibited. All Transactional records, reports, e-mail, software, and other data generated by or residing upon this System are the property of the Company and may be used by the Company for any purpose. Authorized and unauthorized activities may be monitored.</p> |                           |        |
| =====  |                           |        |
| F1 to Logon, F2 to Change Password SF16 to exit  |                           | EBTB15 |
| BOSS 4.0c Copyright (1990-1998) Cross-El Software  |                           |        |

#### Function Key Assignment:

|      |                 |
|------|-----------------|
| F1   | Log-on          |
| F2   | Change password |
| SF16 | Exit            |

#### Procedures:

1. From the main log-on screen, enter "EBTP" in the selection field. The J.P. Morgan EFS EBT Log-On screen will appear.
2. Enter group (WIEBT or WIEBT#; "#" is a numeric value of the group).
3. Press the Tab key.
4. Enter name (User ID assigned by J.P. Morgan EFS, W#####).
5. Press the Tab key.
6. Enter your assigned password.
7. Press the F1 key.
8. Enter your new password. During the initial log on, you will need to choose your own password (six to eight characters in length, we suggest you use numeric).
9. Press the F1 key.
10. Re-enter the password (retype the same password you have just chosen).
11. Press the F1 key.

12. J.P. Morgan EFS EBT system screen will appear. This screen allows users to select between the production (PROD) or TEST programs. Users always choose the production pathway. The TEST pathway is used for system developers.

#### 24.03.02.01.02 Ongoing Log-On Screen

This section describes how you will log on to the J.P. Morgan EFS EBT system on an ongoing basis (after you have already been logged on to the system one time) using the Log-On screen.

|   |                        |        |
|---|------------------------|--------|
| 08/18/99  | J.P. Morgan EFS SYSTEM | 12:07  |
|   | Logon Screen \EBTB \$  |        |
| =====   |                        |        |
| Group   | _____                  |        |
| Name  | _____                  |        |
| Password  | _____                  |        |
| <br>You are authorized to use this System for approved business purposes only.<br>Use for any other purpose is prohibited. All Transactional records, reports,<br>e-mail, software, and other data generated by or residing upon this System are<br>the property of the Company and may be used by the Company for any purpose.<br>Authorized and unauthorized activities may be monitored. |                        |        |
| =====   |                        |        |
| F1 to Logon, F2 to Change Password  | SF16 to exit           | EBTB15 |
| BOSS 4.0c Copyright (1990-1998) Cross-El Software   |                        |        |

#### Function Key Assignment:

|      |                 |
|------|-----------------|
| F1   | Log-on          |
| F2   | Change password |
| SF16 | Exit            |

#### Procedures:

1. From the main log-on screen, enter "EBTP" in the selection field. The J.P. Morgan EFS EBT Log-On screen will appear.
2. Enter group (WIEBT or WIEBT#; "#" is a numeric value of the group).
3. Press the Tab key.
4. Enter name (User ID assigned by J.P. Morgan EFS, W#####).
5. Press the Tab key.
6. Enter password (the password you chose).
7. Press the F1 key.
8. The J.P. Morgan EFS EBT system screen will appear. This screen allows users to select between the production (PROD) or TEST programs. Users always choose the production pathway. The TEST pathway is used for system developers.

### 24.03.02.02 Log Off Instructions

The F16 key (Shift key plus F4) will take you to the previous screen unless you are at a menu screen. To exit from a menu screen (including the Production Pathway screen and the Logon Screen), you must use SF16. "SF16 to exit" will display on the bottom of the screen. To access the Special Function (SF) keys, press the Page up key. Then press the Shift and F4 key simultaneously to exit to the previous screen. You must repeat this process to get back to the main selection screen.

### 24.03.02.03 Change Password Prior to Expiration

This section explains how to change your password prior to its expiration. You must be careful when entering your password because passwords are case sensitive. If you have used lower case letters, then only lower case will work. If you have used upper case letters, then only upper case will work. See the section on Password Changes if you must change your password after it has expired.

|              |                        |       |
|--------------|------------------------|-------|
| 08/18/99     | J.P. Morgan EFS SYSTEM | 12:07 |
| Logon Screen | \EBTB \$BOSS           |       |

---

Group \_\_\_\_\_  
Name \_\_\_\_\_  
Password \_\_\_\_\_

You are authorized to use this System for approved business purposes only.  
Use for any other purpose is prohibited. All Transactional records, reports,  
e-mail, software, and other data generated by or residing upon this System are  
the property of the Company and may be used by the Company for any purpose.  
Authorized and unauthorized activities may be monitored.

---

F1 to Logon, F2 to Change Password EBTB15

BOSS 4.0c Copyright (1990-1998) Cross-El Software

### Function Key Assignment:

|      |                 |
|------|-----------------|
| F1   | Log-on          |
| F2   | Change password |
| SF16 | Exit            |

**Procedures:**

1. From the main log-on screen, enter “EBTP” in the selection field. The J.P. Morgan EFS EBT Log-On menu will appear.
2. Enter group (WIEBT or WIEBT#; “#” is a numeric value of the group).
3. Press the Tab key.
4. Enter name (User ID assigned by J.P. Morgan EFS, W#####).
5. Press the Tab key.
6. Enter **current** password.
7. Press the F2 key.
8. Enter new password (six to eight characters in length).
9. Press the F1 key.
10. Re-enter new password.
11. Press the F1 key.
12. A message will appear saying, “Your password has been changed.”

**24.03.02.04 Password Reset**

Any user who has been “locked out” of the system needs to contact the CARES Call Center (select security option) at (608)-261-6317-to regain access to THE J.P. Morgan EFS EBT system.

Lock out occurs when:

- You forget your password
- Your password has not been used for 30 days or more
- You enter an incorrect password three consecutive times regardless of the time period between log-on attempts

**NOTE: The system does not reset when you log out after entering an incorrect password without a successful entry.**

Contact the security Help Desk at (608)-261-6827 to have your password reset.

### **24.03.02.05 Security Tips for the Tandem BOSS (J.P. Morgan EFS) System**

#### **24.03.02.05.01 Password Changes**

All users should change their password on their own every 30 days, preferably prior to the expiration date of the password. The expiration date of your password can be found at the bottom of the BOSS screen once you have successfully logged on to the system.

- After day 30, you will be asked to provide a new password because yours has expired
  - Type in your new password and press the “F1” button
  - Type in your new password again (to verify) and press the “F1” button again
  - Your password is now changed

#### **Password Reset**

- If you have requested a password reset and have received a new password
  - Type in your new password and press the “F1” button
  - Type in your new password again (to verify) and press the “F1” button again
  - Your password is now changed

#### **24.03.02.05.02 Errors**

##### **New Password May Not be Reused (Password in History)**

- If you see this error DON'T PANIC!
- This error means that you have used the chosen password in the past six months (based on changing your password every 30 days)
- To correct this error follow these steps:
  - Use the tab button to get to the password field
  - Type in your unchanged password (the one you want to change)
  - Press the F1 key if you are required to change your password because it is expired, or the F2 key if you are voluntarily changing it
  - Choose a new password that has not been used recently
  - Proceed as usual for changing a password (follow above directions)

##### **User Does Not Exist Or Password Is Incorrect**

- You have typed the password incorrectly
- If you see this error, check for these problems
  - Check CAPS lock on your keyboard - CAPS lock must be OFF (if passwords consist of all letters, they will be lowercase)
  - Re-try the current password
  - Make sure you press “F1”
- If you see this error 3 times without a successful logon, you will be suspended.
  - You must call the security Help Desk at (608)-261-6827 for a password reset.
  - Do not keep trying because you are already locked out!

##### **User Suspended**

- You will see this if you have entered the wrong password 3 times
- You must call the security Help Desk at (608)-261-6827 for a password reset and ID enable.



### **Invalid User**

- You have entered your group or username incorrectly.
  - Check that you have no spelling errors in the group or username fields.
  - Group and username are not case sensitive.
- If you are a new user, call the security Help Desk at (608)-261-6828. Security will investigate the problem.

### **Authentication Record Frozen**

- You will see this if you have not used your ID for more than 3 months.
- You must call the security Help Desk at (608)-261-6827 for a password reset and ID enable. If you do not access the J.P. Morgan EFS system for 6 months, you will lose access to the system.

### **24.03.02.05.03 Helpful Hints**

- When you logon with a new password be sure to press F1 and not F2.
- Use the Tab key when instructed. Do not press the Enter key.
- Make sure that you change your password to something you can easily remember, but that no one else can easily guess.
- When you want to change your current password on your own, use the F2 key.
- Change your password every month to ensure the security of your account.
- If you need assistance, speak with someone who can easily logon to the system!
- Passwords must be 6–8 characters (preferably 8).
- If your keyboard “locks” while attempting to use the “Page Up” key, notify your supervisor. This key needs to be mapped correctly on your keyboard for proper use. Check with the technical support person in your agency to investigate the problem. If your technical support person cannot help or your agency does not have a technical support person, contact the DWD help desk at (608)266-7252.

#### 24.03.02.06 Production Pathway

After log-on to J.P. Morgan EFS EBT system, the BOSS System screen will appear which allows users to choose between the production (PROD) and TEST pathways. Users always use the PROD pathway. The TEST pathway is reserved for system developers.

|   |                            |              |
|---|----------------------------|--------------|
| 12/23/99  | J.P. Morgan EFS SYSTEM     | 10:10        |
| Available Program Menu                                      |                            | \EBTB \$BOSS |
| =====   |                            |              |
| Record  | Description                |              |
| -----   | -----                      |              |
| F1 TESTMENU   | -> EBT TEST PATHWAYS       |              |
| F2 PRODMENU   | -> EBT PRODUCTION PATHWAYS |              |
|   |                            |              |
|   |                            |              |
| 1 OF 1  |                            |              |
| =====   |                            |              |
| Press function key to run prog                              | User                       | EBTLCKH      |
| SF1 for next page, SF2 for prev page                        |                            | MANGELS      |
| SF3 for base menu, SF16 to exit                             | Term                       | EBTB14       |
| Last Login : 12/16/1999 13:00 Password Expires : 12/30/1999 |                            |              |

#### Function Key Assignment:

|      |                 |
|------|-----------------|
| SF1  | Next page       |
| SF2  | Previous page   |
| SF3  | Go to Base menu |
| SF16 | Exit            |

#### 24.03.02.07 Special Function Keys

- To access the Special Function (SF) keys, first press the Page Up key. This will display the SF keys in red and green across the bottom of your screen. Once the SF keys are illuminated, you can access the various special functions by depressing the appropriate function key on your keyboard.
- To remove the SF display, press the Page Up key a second time.
- The F16 key will take you to the previous screen unless you are at a menu screen. To exit from a menu screen, you must enter SF16.

**Procedure:**

Press the appropriate function key to access the production (PROD) pathway.

**24.03.03 Inquiry Screens**

Inquiry screens allow an opportunity to view various recipient and transaction data without making any changes to the information. Inquiry screens include:

- Balance Inquiry
- Benefit Grant Detail
- Benefit Grant Inquiry
- Benefit Issuer Totals
- Benefit Pending Search
- Card History Detail
- Card History Inquiry
- Cardholder Detail Journal Inquiry
- Cardholder Inquiry
- Cardholder Transaction Detail
- Client Search
- Pending Card Search
- Pending Demographic Search
- Retailer Transaction Detail
- State Issuer Totals Inquiry
- Update Inquiry

Use the Code Reference Sheet in Appendix D as an aid when viewing the J.P. MORGAN EFS screens.

A description of each of the screens follows.

### 24.03.03.01 Balance Inquiry

Because the Balance Inquiry screen displays summary information, it is the best starting point for obtaining information on a recipient's account. Access this screen from your main menu. It is used to check a recipient's balance. Place an "X" in the appropriate Selection (Sel) field to choose the food stamp account.

|   |                                 |                              |
|---|---------------------------------|------------------------------|
| RCSBAL  | Wisconsin EBT Production System | 08/18/99                     |
|   | Balance Inquiry                 | 11:17:21                     |
|   |                                 |                              |
| Card #: 5077080000012483  | Svc Site: 053                   | Card Sts: 01                 |
|   |                                 |                              |
| Primary/Alternate Indicator: 01   |                                 |                              |
| First Name  | Mi Last Name                    |                              |
| THELMA  | SARANDON                        |                              |
|   |                                 |                              |
| Address: 3956 N EASTWICK RD JANESVILLE, WI. 53545                           |                                 |                              |
| SocSec#   | Tele#                           | Date of Birth                |
| 405-96-2300   | 608-745-2939                    | 07/01/60                     |
|   |                                 |                              |
| EDA #: 355000006740 Sts: 01,1, 0 Type: 01 EDA #: 000000000000 Sts:    Type: |                                 |                              |
| Last Transaction Information  |                                 | Last Transaction Information |
| Debit: 42.29 .00 / / 00:00:00   | Debit:                          |                              |
| Credit: 163.00 08/11/99 13:17:14  | Credit:                         |                              |
| * Active  |                                 |                              |
| Available Balance: 289.00   | Available Balance: .00          |                              |
| Sel: X  | Sel:                            |                              |
| =====   |                                 |                              |
| Ready for input F4-Read SF2-Dt Jrn SF4-Ben Gt SF6-Crd SF7-Srch SF9-Addr     |                                 |                              |

#### Function Key Assignment:

|     |   |
|-----|---|
| F4  | Read  |
| SF2 | Go to Cardholder Detail Journal Inquiry screen                                      |
| SF4 | Go to Benefit Grant Inquiry screen  |
| SF6 | Go to Cardholder Inquiry screen   |
| SF7 | Go to Client Search screen  |
| SF9 | Go to Address Inquiry screen (displays spillover address in excess of first screen) |
| F16 | Exit current screen   |

#### Procedures:

1. Select BALANCE INQUIRY from your main menu.
  - a) If the card number (PAN) is unknown, select SF7 (the Client Search screen) and follow the directions given in the section on the *Client Search Screen*.
  - b) If the card number is known, enter the recipient card number (PAN) place an "X" in the Select (Sel) field and press the F4 key to access the recipient's information.

Food Stamp Handbook  
Appendix Ch. 24 EBT

**Information Displayed:**

|                             |  |
|-----------------------------|--|
| Card #                      | Recipient's card number  |
| Svc Site                    | Service Site is the county/tribal number for the case  |
| Card Sts                    | Card status:<br>00 = Not activated (cardholder has not selected a PIN)<br>01 = Activated 02 = Lost<br>03 = Damaged<br>04 = Stolen<br>09 = System Status Card. Example: Deleted AB card is statused when a PIN is selected for the new AB's card<br>11 = Card returned to State<br>19 = Emergency Card Replacement Screen Status<br>54 = Expired card |
| Primary/Alternate Indicator | 01 = Primary person<br>02 = Alternate payee<br>03 = Authorized buyer   |
| First Name                  | Recipient's First name   |
| Mi                          | Recipient's middle initial   |
| Last Name                   | Recipient's last name  |
| Address                     | Recipient's address*   |
| Soc Sec #                   | Recipient's Social Security number   |
| Tele #                      | Recipient's telephone number   |
| Date of Birth               | Recipient's date of birth  |
| EDA #                       | Internal J.P. MORGAN EFS food stamp benefit account number (left side)<br>Cash benefit account number (right side)—Does not apply in Wisconsin   |
| Status                      | Codes: The third status code(O, I, D, or E) does not apply to Wisconsin<br>01,0 Account active, card access inactive<br>01,1 Account active, card access active<br>01,2 Account active, card access prohibited<br>02,1 Account dormant, card access active<br>02,2 Account dormant, card access prohibited   |
| Type                        | 01 = Food stamp  |
| Debit                       | Last client-initiated debit transaction amount, date, time   |
| Credit                      | Last credit transaction amount, date, time   |
| Available Balance           | Current benefit account balance  |

|   |
|---|
| <p><b>Note:</b> The complete address may not be displayed on the Balance Inquiry screen. If the user is inquiring about the correct address, s/he should utilize CARES or the Address Inquiry screen (SF9), which shows an additional (line 2) address.</p> |
|---|

\*The most recently issued card should display the current address. An address change in CARES today should be reflected on the current card the next day. Statused cards may list the address at the time the card was statused.

### 24.03.03.02 Client Search

The Client Search screen provides a generic look-up facility for finding customer data. Access this screen from the Balance Inquiry screen. The Client Search screen is used to view a recipient's card number (PAN) when the PAN is unknown. You can search for a recipient by using a Search Type, and the corresponding Value. These are:

| Search Type | Value  |
|-------------|--|
| 01          | EDA number (internal J.P. MORGAN EFS benefit account number)   |
| 02          | Social Security number   |
| 03          | Card number (PAN)  |
| 04          | CARES case number  |
| 05          | Last name, first name—no space between the names<br>(i.e., Smith, Jane), or last name only; a partial last name will also work |

| Program Type | Value            |
|--------------|------------------|
|              | 01 = Food stamps |

**NOTE: Leaving the program type blank is recommended.**

By placing an "X" in one of the Select (SL) fields and pressing the appropriate function key, you can view specific information about that recipient.

|  |             |                                 |                                |                |             |                  |
|--|-------------|---------------------------------|--------------------------------|----------------|-------------|------------------|
| RCMCSS   |             | Wisconsin EBT Production System |                                |                | 3/24/99     |                  |
|  |             | Client Search                   |                                |                | 13:27:08    |                  |
| Search Type: 05  |             | Program Type: ____              |                                | Value: HERRERA |             |                  |
| L NAME   | F NAME      | STREET                          | PT                             | SOURCE ID      | CARD NUMBER |                  |
| S  |             |                                 |                                |                |             |                  |
| L  |             |                                 |                                |                |             |                  |
| —  | HERRERA     | ARLENE                          | 202 W. 63 <sup>RD</sup> Street | 01             | 518883429   | 5077080000000216 |
| —  | HERSRUD     | KATHERI                         | 212 W. 63 <sup>RD</sup> Street | 01             | 518883429   | 5077080000000513 |
| —  | HICKENBOTTO | WANDA                           | 243 W. 63 <sup>RD</sup> Street | 01             | 523468299   | 5077080000000471 |
| —  | HICKS       | JUDITH                          | 313 W. 64 <sup>TH</sup> Street | 01             | 556286454   | 5077080000000570 |
| —  | HIGHTOWER   | PATRICI                         | 1011 7 <sup>th</sup> Avenue    | 01             | 521338348   | 5077080000000232 |
| —  | HILL        | ALFRED                          | 159 W. 65 <sup>th</sup> Street | 01             | 465178674   | 5077080000000133 |
| —  | HILL        | LINDA                           | 2119 7 <sup>th</sup> Avenue    | 01             | 574003739   | 5077080000000653 |
| —  | HILL        | MICHELL                         | 75 Rockefeller                 | 01             | 521437457   | 5077080000000257 |
| —  | HILTZ       | SANDRA                          | 1066 W. Hastings               | 01             | 522251052   | 5077080000000299 |
| —  | HINES       | BEVERLY                         | 1938 E. Poland                 | 01             | 522251052   | 5077080000000489 |
| =====  |             |                                 |                                |                |             |                  |
| Ready for Input   F2-Read   F6-Read Next   SF4-Sel Rec   SF6-Cardholder Scrn |             |                                 |                                |                |             |                  |

#### Function Key Assignment:

|     |  |
|-----|--|
| F2  | Read   |
| F6  | Displays the next 14 recipients                    |
| SF4 | Select record and go to the Balance Inquiry screen |
| SF6 | Go to Cardholder Inquiry screen                    |

**Procedures:**

1. Select CLIENT SEARCH from your main menu or access as a subscreen through the Balance Inquiry screen. The latter is recommended when you want to select a record and return to the Balance Inquiry menu.
2. Enter SEARCH TYPE.
3. Enter PROGRAM TYPE (may leave blank).
4. Enter VALUE (corresponding to the Search Type).
5. Press the F2 key to read.

**Information Displayed:**

|             |                                |
|-------------|--------------------------------|
| L Name      | Recipient's last name          |
| F Name      | Recipient's first name         |
| Street      | Recipient's address            |
| PT          | Program type: 01 = Food stamps |
| Source ID   | CARES case number              |
| Card Number | Recipient's card number (PAN)  |

Note: If you see more than one name listed per CARES case # (source ID), it means more than one cardholder has been designated for the case. The PP is always listed first. If there is an AP, the AP will be listed second. The AB will be listed second if no AP. The AB will be listed third if there is an AP.

### 24.03.03.03 Cardholder Inquiry

The Cardholder Inquiry screen displays detail information concerning the cardholder such as card status, internal benefit account status, Personal Identification Number (PIN) errors, and PIN issuance history. This screen can be accessed from the Client Search or the Balance Inquiry screens.

|   |                           |                       |
|---|---------------------------|-----------------------|
| RCCRDM                                  | Wisconsin EBT Prod System | 01/03/00              |
|   | Cardholder Inquiry        | 15:24:50              |
| Card Number                             | 5077085000000040          |                       |
| First Name                              | Mi Last Name              | Date of Birth         |
| DENNIS                                  | L ADAMS                   | 10 / 26 / 43          |
| Address                                 | Maiden Name:              |                       |
| 446 N OAKHILL AVE JANESVILLE, WI. 53545 |                           |                       |
| Tele#:                                  | 608 - 754 - 6557          | SSN#: 484 - 54 - 0939 |
| Date of Issue:                          | 09 / 23 / 99              |                       |
| Card Sts:                               | 01                        | Expired Date:         |
| Pin Date:                               | 00 / 00 / 00              |                       |
| Changes:                                |                           |                       |
| Pin Errs:                               | Last Error: / /           |                       |
|   | Pin Method                | Card Method           |
|   | Default : 00              | Default : 00          |
|   | Change to: 00             | Change to: 00         |
| Comments:                               |                           |                       |
|   | Last Mod: 09 / 23 / 99    |                       |
| =====                                   |                           |                       |
| Ready for input                         |                           | F6 Read Next          |

#### Function Key Assignment:

|     |                          |
|-----|--------------------------|
| F6  | Displays the next record |
| F14 | Updates                  |
| F16 | Exit the current screen  |

#### Procedures:

1. Select BALANCE INQUIRY from your main menu.
2. Enter recipient's PAN.
3. Press the F4 key to read.
4. Place an "X" in the SEL field to select the account—food stamps.
5. Press the SF6 key.
6. Press the F16 key to exit.

OR

1. From the Client Search screen press the SF6 key (after you have entered a search type and a value and pressed F2).



Food Stamp Handbook  
Appendix Ch. 24 EBT

2. Place an “X” in the SEL field to select the account—food stamps.
3. Press the SF6 key.
4. Press the F16 key to exit.

**Information Displayed:**

|               |   |
|---------------|---|
| Card Number   | Recipient’s card number   |
| First Name    | Recipient’s first name  |
| Mi            | Recipient’s middle initial  |
| Last Name     | Recipient’s last name   |
| Date of Birth | Recipient’s date of birth   |
| Address       | Recipient’s address   |
| Maiden Name   | Recipient’s maiden name - not populated in Wisconsin  |
| Tele #        | Recipient’s telephone number  |
| Date of Issue | Date the recipient was issued the card. If this date is questionable, go to the Card History Inquiry screen to determine when the card was issued   |
| Card Sts      | Card status:<br>00 = Not activated<br>01 = Activated<br>02 = Lost<br>03 = Damaged<br>04 = Stolen<br>09 = System Status<br>11 = Card returned as undeliverable<br>19 = Emergency Card Replacement Screen Status<br>54 = Expired card |
| Expired Date  | Date the vault card expires. For a permanent card, this is a date 50+ years in the future   |
| PIN Date      | Last date the PIN was changed. If no date appears, then cardholder is using the original PIN  |
| Changes       | Number of PIN changes   |
| PIN Errs      | Total number of PIN errors since a successful entry   |
| Last Error    | Date of the last PIN error  |
| PIN Method    | This field not used in Wisconsin  |
| Change to     | This field not used in Wisconsin  |
| Card Method   | This field not used in Wisconsin  |
| Change to     | This field not used in Wisconsin  |
| Comments      | This field is used by J.P. MORGAN EFS only  |
| Last Mod      | The date any information on this screen was last updated  |

### 24.03.03.04 Detail Journal Inquiry

The Detail Journal Inquiry screen displays transaction history information for the cardholder/recipient. This screen is accessed from the Balance Inquiry screen. Transaction information may be viewed by using a starting date. Place an "X" in the Selection (Sel) field next to the transaction you wish to view and press the appropriate function key.

Only the last 90 days of transactions will display. Email Tim Burnett at [burneti@dhfs.state.wi.us](mailto:burneti@dhfs.state.wi.us) or Judy Woelfel at [woelfja@dhfs.state.wi.us](mailto:woelfja@dhfs.state.wi.us) to request information older than 90 days. Provide the card number, client name, the period of time needed and the reason for the request.

|   |   |                         |
|---|---|-------------------------|
| RCSDJI  | Wisconsin EBT Production System                   | 08/18/99                |
|   | Detail Journal Inquiry                            | 11:31:19                |
| Card #: 5077080000014281                            |   | Account Sts: 01         |
| EDA #: 355000006740                                 |   | Card Sts: 01            |
| Start Date: 000000                                  |   | Available Balance 00.00 |
| ----- Transaction Information -----                 |   |                         |
| Sel   | Date Time Type Trn Amt Cmp Amt Card Number        | Loc/Reason AFS          |
|   | 08/03/99 10:21 2,4 126.00 126.00 5077080000012483 | BENEFIT UPDAT YNNS      |
|   | 09/03/99 13:17 2,4 163.00 163.00 5077080000012483 | BENEFIT UPDAT YNNS      |
|   | 09/04/99 08:30 1,0 120.00 120.00 5077080000012483 | Kohls #238 YNNS         |
|   | 09/08/99 09:45 1,0 123.87 00.00 5077080000012483  | Todd's Market N55S      |
|   | 09/23/99 11:21 1,0 194.25 00.00 5077080000431756  | .Kohls #238 N51K        |
|   | 09 23/99 11:22 1,0 169.00 169.00 5077080000431756 | Kohls #238 YNNK         |
|   | / / :00 , .00 .00                                 |                         |
|   | / / :00 , .00 .00                                 |                         |
|   | / / :00 , .00 .00                                 |                         |
|   | / / :00 , .00 .00                                 |                         |
| =====   |   |                         |
| F4-Read F6-Read Next SF2-Ben Detail SF4-Tran Detail |   |                         |

### Function Key Assignment:

|      |  |
|------|--|
| F4   | Read   |
| F6   | Displays the next screen of transactions       |
| SF4  | Go to the Cardholder Transaction Detail screen |
| SF10 | Help   |
| F16  | Exit the current screen                        |

### Procedures:

1. Select BALANCE INQUIRY from menu.
2. Enter recipient's PAN.
3. Press the F4 key to read.
4. Place an "X" in the SEL field to select one of the one of the food stamp accounts.
5. Press the SF2 key.
6. Enter START DATE (MMDDYY format).
7. Press the F4 key.

Food Stamp Handbook  
Appendix Ch. 24 EBT

8. Press the F16 key to exit.

**Information Displayed:**

|                   |   |  |
|-------------------|---|--|
| Card #            | Recipient's card number (PAN)   |  |
| EDA #             | Internal J.P. MORGAN EFS benefit account number   |  |
| Card Sts          | Card status:<br>00 = Not active<br>01 = activate<br>02 = Lost)<br>03 = Damaged<br>04 = Stolen<br>09 = System Status<br>11 = Card Returned to the State<br>19 = Emergency Card Replacement Screen Status<br>54 = Expired card  |  |
| Account Sts       | Benefit account status<br>01 = Active<br>02 = Closed (dormant)  |  |
| Start Date        | Beginning date for search   |  |
| Acct Type         | Account type  |  |
| Available Balance | Current benefit account balance   |  |
| Date/Time         | Date and time of transaction (Eastern time)   |  |
| Type              | Type of transaction:<br>0,0 = Food stamp balance inquiry      3,2 = Debit benefit update<br>1,0 = POS purchase/debit                3,5 = Coupon conversion<br>2,0 = POS credit                            3,7 = Expungement<br>2,1 = Credit adjustment                 5,0 = Manual auth.—hold (Central<br>time)<br>2,2 = Manual auth. Hold expiration    5,1 = Manual auth.—debit<br>2,4 = Deposit                                5,2 = Repayment<br>2,6 = Emergency benefit                 7,0 = Voucher clear<br>3,0 = Credit void                            8,0 = Voucher clear, purchase<br>return<br>3,1 = Debit adjustment<br>* = Completed amount is less than the requested amount. This can mean a transaction was denied, reversed, or approved for an amount less than the requested amount. |  |
| Trn Amt           | Transaction amount—dollar amount of the transaction being requested   |  |
| Cmp Amt           | Completed amount—dollar amount of transaction that was approved   |  |
| Card Number       | Recipient card number (PAN)   |  |
| Loc/Reason        | Name of retailer where the transaction was performed  |  |
| AFSC              | Approval:<br>Y = Approved or N = denied (see Appendix D <i>Code Reference Sheet</i> )<br>F = Fee  |  |

Food Stamp Handbook  
Appendix Ch. 24 EBT

S = Surcharge  
C = keyed (K) or swiped (S)

**\*\*If the transaction is denied, you will see an “N” with the denial reason in the AFSC field. For example, N55 is denied due to invalid PIN. N51 is denied due to insufficient funds. Refer to the Code Reference Sheet for approval codes and POS terminal error codes.**

#### 24.03.03.05 Transaction Detail

The (Cardholder) Transaction Detail screen displays more detailed information about a selected transaction that may be helpful in problem resolution by J.P. MORGAN EFS and/or local office personnel. Access this screen from the Cardholder Detail Journal Inquiry screen.

|  |                                    |          |
|--|------------------------------------|----------|
| RCSTRN                                       | Wisconsin EBT Production System    | 08/18/99 |
|  | Transaction Detail                 | 11:40:31 |
| Card#: 5077080000014281                      | Card Sts: 01                       |          |
| EDA#: 355000006740                           | Account Sts: 01                    |          |
| Last Name: WEASEL                            |                                    |          |
| Log Date/Time: 19990803 10:21:58             | As Of Balance: 126.00              |          |
| Local Date/Time: 19990803 10:21:54           | Type: 02 04 Tran Amt: 126.00       |          |
| Program Type: 01 (FOOD STAMP)                | Completed Amt: 126.00              |          |
| Approval Nbr: 102158 Trace ID:               | Fee: .00                           |          |
| Approval Code: 00 Trace Nbr:                 | Completed Fee: .00                 |          |
| FCS #:                                       | Ref Nbr: Surcharge: .00            |          |
| Orig Auth:                                   | Completed Sur: .00                 |          |
| Reversed:                                    |                                    |          |
| Merchant Location                            | Network:                           |          |
|  | Authorizor: 4700166240 ISO Code:   |          |
|  | Merchant # Terminal ID Batch # Seq |          |
| =====  |                                    |          |
| Ready for input    SF10 - Help    F16 - Exit |                                    |          |

#### Function Key Assignment:

|      |                         |
|------|-------------------------|
| SF10 | Help                    |
| F16  | Exit the current screen |

#### Procedures:

1. From the Cardholder Detail Journal Inquiry screen, place an “X” in the SEL field to select one of the transactions.
2. Press the SF4 key to view the transaction.
3. Press the F16 key to exit the screen.

Food Stamp Handbook  
Appendix Ch. 24 EBT**Information Displayed:**

|                 |   |
|-----------------|---|
| Card #          | Recipient's PAN   |
| Card Sts        | Card status:<br>00 = Not activated<br>01 = Activated<br>02 = Lost<br>03 = Damaged<br>04 = Stolen<br>09 = System Status<br>11 = Card returned as undeliverable<br>19 = Emergency Card Replacement Screen Status<br>54 = Expired card   |
| EDA #           | Internal J.P. MORGAN EFS benefit account number   |
| Account Sts     | Recipient benefit account status:<br>01 = Active<br>02 = Closed (dormant)   |
| Last Name       | Recipient's last name   |
| Log Date/Time   | Date and time when J.P. MORGAN EFS processed the transaction (Eastern Standard Time)  |
| As of Balance   | Current benefit account balance   |
| Local Date/Time | Local date and time when the transaction occurred   |
| Type            | Type of transaction:<br>0,0 = Food stamp balance inquiry      3,2 = Debit benefit update<br>1,0 = POS purchase/debit                3,5 = Coupon conversion<br>2,0 = POS credit                          3,7 = Expungement<br>2,1 = Credit adjustment                 5,0 = Manual auth.—hold<br>2,2 = Manual auth. Hold expiration    5,1 = Manual auth.—debit<br>2,4 = Deposit                               5,2 = Repayment<br>2,6 = Emergency benefit                 7,0 = Voucher clear<br>3,0 = Credit void                          8,0 = Voucher clear, purchase return<br><br>3,1 = Debit adjustment<br><br>* = Completed amount is less than the requested amount. This can mean a transaction was denied, reversed, or approved for an amount less than the requested amount. |
| Tran Amt        | Actual transaction amount requested   |
| Program Type    | Type of program: 01 = Food stamps   |
| Completed Amt   | The transaction amount deducted from the recipient's account ( <b>the amount could reflect a zero dollar amount if the actual requested transaction amount was denied</b> ).  |
| Approval Nbr    | The approval number J.P. MORGAN EFS attached to an approved transaction sent to the POS device  |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|                           |   |
|---------------------------|---|
| Trace ID                  | Comes from the switch; device and switch provided tracing numbers used when doing claims adjudication and claims discrepancy  |
| Fee                       | Not applicable for Wisconsin  |
| Approval Code             | See Appendix D, <i>Code Reference Sheet</i>   |
| Trace Nbr                 | Comes from the switch; device and switch provided tracing numbers used when doing claims adjudication and claims discrepancy; may or may not be provided by the POS   |
| Completed Fee             | Not applicable for Wisconsin  |
| FCS #                     | Retailer's Food and Nutrition Services (FNS) number   |
| Ref Nbr                   | Comes from the switch; device and switch provided tracing numbers used when doing claims adjudication and claims discrepancy; may or may not be provided by the POS   |
| Surcharge                 | Not applicable for Wisconsin  |
| Orig Auth                 | Only used for a manual authorization for food stamps; represents the original Hold number   |
| Completed Sur<br>Reversed | Not applicable for Wisconsin<br>Indicates matched and unmatched reversals. If it is a matched reversal, it will have the word "reversal" and the date, otherwise the word "unmatched" will be displayed and there will be no date. If a matched reversal is found in the log, the transaction is matched against the original authorization number. An unmatched reversal occurs after the log has been changed or the information received is insufficient to match the original authorization number. |
| Merchant Location         | Location of retailer/merchant where the transaction occurred  |
| Network                   | Network ID  |
| Authorizer                | J.P. MORGAN EFS authorizer number   |
| ISO Code                  | Type of transaction that was processed; these codes are listed in the EBT ISO specifications (e.g., food stamp purchase from a POS, etc.)   |
| Merchant #                | Merchant number   |
| Terminal ID               | Provided from the switch, which J.P. MORGAN EFS passes along  |
| Batch #                   | Not Applicable in Wisconsin   |
| Seq                       | Not Applicable in Wisconsin   |

### 24.03.03.06 Benefit Grant Inquiry

The Benefit Grant Inquiry screen displays grant information that was used to fund the internal benefit account (original deposits) transmitted to the State. Access this screen from the Balance Inquiry screen. Benefit amounts are the original deposits that were sent by CARES. Benefit amounts are consolidated into an internal benefit account number—Electronic Deposit Account (EDA).

Actual online EBT transactions are allocated to the original FS benefit number (found on IQFS) during a nightly EOD batch process. Each benefit is decremented based on its availability date, priority, and type. Example: A POS purchase debit is subtracted from the oldest unused benefit.

This screen allows inquiry by internal benefit account number, type of grant, and benefit month/availability date. Place an “X” in the Selection (Sel) field of the grant you want to view and press the appropriate function key.

|  |                                 |   |
|--|---------------------------------|---|
| RGTINQ   | Wisconsin EBT Production System | 08/18/99  |
|  | Benefit Grant Inquiry           | 12:01:04  |
| EDA#: 355000006740   Grant Type: 01   Benefit Month:   |                                 |   |
| Sl   | Grant Number                    | Bn Typ Ben Mth Init Amt Last App App Date Rem Amt |
|  | F100036695                      | FSFSFS 05/15/99 126.00 + 7.49 09/03/99 46.22      |
|  | F100036845                      | FSFSFS 08/10/99 163.00 + 163.00 08/11/99 163.00   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
|  | / /                             | .00 .00 / / .00                                   |
| =====  |                                 |   |
| Ready for input. F4-Read F6-Read Next SF2-Grant Detail |                                 |   |

#### Function Key Assignment:

|     |                                   |
|-----|-----------------------------------|
| F4  | Read exact                        |
| F6  | Read next                         |
| SF2 | Go to Benefit Grant Detail screen |
| F16 | Exit the current screen           |

#### Procedures:

1. Select BALANCE INQUIRY from the menu.
2. Enter recipient's PAN.
3. Press the F4 key to read.
4. Place an “X” in the food stamp SEL field to select the food stamp account.
5. Press the F4 key to view
6. Press the SF 4 key to read.
7. Press the F16 key to exit.

Food Stamp Handbook  
Appendix Ch. 24 EBT

**Information Displayed:**

|               |   |
|---------------|---|
| EDA #         | Internal J.P. MORGAN EFS benefit account number   |
| Grant Type    | Grant type: 01 = Food Stamps  |
| Benefit Month | Recipient's Benefit month from CARES  |
| Grant Number  | Unique number assigned by the State (Wisconsin authorization number (F#####)—this number is the same as the benefit number on the CARES IQFS screen |
| Ben Typ       | Benefit type:<br>FSFSFS = Food stamps   |
| Ben Mth       | Benefit month benefits are posted to the account  |
| Init Amt      | Original amount of grant received from CARES  |
| Last App      | Last amount of withdrawal from a grant  |
| App Date      | Last transaction date   |
| Rem Amt       | Remaining dollar amount for that grant  |



### Benefit Grant Detail

The Benefit Grant Detail screen displays detailed information about a benefit grant. Access this screen from the Benefit Grant Inquiry screen. This screen provides more detailed information about a benefit account detail transaction. During nightly batch processing, each online EBT transaction is allocated against a benefit grant based on availability, date, type, and priority. This display provides the backup detail for research purposes.

[illegible]

### Function Key Assignment:

|     |                         |
|-----|-------------------------|
| F6  | Read next               |
| F10 | Help                    |
| F16 | Exit the current screen |

### Procedures:

1. Select **BALANCE INQUIRY** from your main menu.
2. Enter recipient's PAN.
3. Press the F4 key to read.
4. Place an "X" in the food stamp SEL field to select the food stamp account.
5. Press the SF4 key.
6. Press F4 to read.
7. Place an "X" in the SEL field to select a specific grant.
8. Press the SF2 key to read.
9. Press the F16 key to exit.

Food Stamp Handbook  
Appendix Ch. 24 EBT

**Information Displayed:**

|                |  |
|----------------|--|
| EDA #          | Internal J.P. MORGAN EFS benefit account number                          |
| Grant Number   | Unique number assigned by State (CARES benefit number displayed on IQFS) |
| Tran Date/Time | Date and time of transaction   |
| Ben Mth        | Benefit month of the State   |
| Tran Amt       | Transaction requested amount   |
| App Amt        | Transaction applied amount   |
| Rem Amt        | Remaining amount in grant  |

### 24.03.03.07 Address Inquiry

This screen displays the recipient's current complete address. The CARES line 2 address is displayed in the Address 2 field.

|                         |                           |              |
|-------------------------|---------------------------|--------------|
| RCSCAI                  | Wisconsin EBT Test System | 09/02/99     |
|                         | Address Inquiry           | 20:08:18     |
| Card#: 5077080000000165 |                           | Card Sts: 01 |
| First Name              | Mi Last Name              |              |
| FRANCIS                 | CSI-JONES                 |              |
| Address 1               | Address 2                 |              |
| 6354 MAHER AVE          | C/o John Smith            |              |
| City                    | St                        | ZIP CODE:    |
| JANESVILLE              | WI                        | 53545 - 0000 |
| Tele#: 000 - 000 - 0000 | Soc Sec#: 654 - 60 - 4879 |              |
| Date of Birth: 03/26/50 |                           |              |
| Supplemental Address:   |                           |              |
| =====                   |                           |              |
| F4-Read                 |                           |              |

#### Procedures:

1. From the Balance Inquiry screen, select SF9.

#### Information Displayed:

|                      |  |
|----------------------|--|
| L Name               | Recipient's last name                      |
| F Name               | Recipient's first name                     |
| Card Status          | Status of card                             |
| Address 1            | Street address                             |
| Address 2            | Secondary address (i.e., apartment number) |
| City                 | City                                       |
| State                | State                                      |
| Zip                  | Zip Code                                   |
| Tele #               | Telephone number                           |
| Soc Sec #            | Social Security number                     |
| Supplemental Address | Not used in Wisconsin                      |

### 24.03.03.08 Pending Card Search

The Pending Card Search screen allows cards to be viewed that are not linked to demographics. It will display any cards where a PIN has been selected via the CAPS device but no EBT benefit has been issued. The card has not been “linked” to an account. Enter the recipient’s card number (PAN) to display information. Pending screens are not accessible to recipient customer service.

|                               |                                 |          |
|-------------------------------|---------------------------------|----------|
| RCUINQ                        | Wisconsin EBT Production System | 12/17/98 |
|                               | Pending Card Search             | 17:33:56 |
| Card Number: 5077085002900000 |                                 |          |
| Case Number:                  |                                 |          |
| Date Added: 12 / 03 / 99/     |                                 |          |
| =====                         |                                 |          |
| F6-Read Exact                 |                                 |          |

#### Function Key Assignment:

|     |            |
|-----|------------|
| F6  | Read exact |
| F16 | Exit       |

#### Procedures:

1. From the main menu, select the Pending Card Search screen.
2. Enter the recipient’s card number (PAN).
3. Press the F6 key to read the case number assigned and date entered.

#### Information Displayed:

|             |   |
|-------------|---|
| Card Number | Recipient’s card number (PAN); 16-digit                     |
| Case Number | Case numbers not displayed                                  |
| Date Added  | Date the Wisconsin QUEST card was Pinned on the CAPS device |

**When the card is linked to the account, you will no longer have a pending card. You will get the message “record not found”. Go to the balance inquiry screen to view the card status.**

### 24.03.03.09 Benefit Pending Search

The Benefit Pending Search screen allows access to view future dated transactions in the Benefit Pending file. It is used to view monthly benefit records currently “pending” on J.P. Morgan EFS system (not linked to a recipient’s account). To view information on this screen, enter the following search type and corresponding value:

|                    |              |
|--------------------|--------------|
| <b>Search Type</b> | <b>Value</b> |
| 06                 | Case number  |

The Benefit Pending file will run very slowly during the first ten days of the month due to the high number of pending recipients (with future benefit deposit dates). Speed will increase as the Benefit file shrinks.

|                        |            |                           |            |          |         |
|------------------------|------------|---------------------------|------------|----------|---------|
| RBPCSS                 |            | Wisconsin EBT Prod System |            | 12/23/99 |         |
| Benefit Pending Search |            |                           | 10:15:51   |          |         |
| Search Type: 06        |            | Value:                    |            |          |         |
| CASE NUMBER            | AVAIL DATE | AMOUNT                    | L NAME     | F NAME   | BEN TYP |
| 0000023809             | 01/06/2000 | 53.00                     | FEIST      | MARY     | FSFSFS  |
| 0100222170             | 01/12/2000 | 10.00                     | COLLIER    | LORENE   | FSFSFS  |
| 0100235875             | 01/02/2000 | 10.00                     | DIXON      | LABELLE  | FSFSFS  |
| 0100236146             | 01/11/2000 | 10.00                     | HERD       | ANITA    | FSFSFS  |
| 0100239102             | 01/11/2000 | 46.00                     | HAYZES     | WILLIE   | FSFSFS  |
| 0100245684             | 01/12/2000 | 85.00                     | SMITH      | CORRINA  | FSFSFS  |
| 0100252800             | 01/14/2000 | 52.00                     | GARRISON   | OROTHY   | FSFSFS  |
| 0100262104             | 01/06/2000 | 256.00                    | CAPSTICK   | KIM      | FSFSFS  |
| 0100264131             | 01/12/2000 | 10.00                     | STURDEVANT | ELEN     | FSFSFS  |
| 0100269222             | 01/03/2000 | 66.00                     | MAUKSTAD   | RHONDA   | FSFSFS  |
| 0100270697             | 01/11/2000 | 345.00                    | BARNES     | LISA     | FSFSFS  |
| 0100276041             | 01/03/2000 | 10.00                     | BROOKS     | LOREN    | FSFSFS  |
| 0100286640             | 01/02/2000 | 56.00                     | BUCHANAN   | CLYDE    | FSFSFS  |
| 0100289771             | 01/14/2000 | 18.00                     | SHIPPY     | PETER    | FSFSFS  |
| =====                  |            |                           |            |          |         |
| Ready for input        |            | F4-Read F6-Rd Next        |            |          |         |

#### Function Key Assignment:

|    |                |
|----|----------------|
| F4 | Read           |
| F6 | Read next page |

#### Procedures:

1. Select BENEFIT PENDING INQUIRY from your main menu.
2. Enter SEARCH TYPE (06).
3. Press the Tab key.
4. Enter VALUE (Case Number).
5. Press the F4 key to read.

Food Stamp Handbook  
Appendix Ch. 24 EBT

**Information Displayed:**

|             |   |
|-------------|---|
| Case Number | Key field (must be valid) (CARES case number) |
| Avail Date  | Date benefits become available                |
| Amount      | Amount of benefit that becomes available      |
| L Name*     | Recipient's last name                         |
| F Name*     | Recipient's first name                        |
| Ben Type    | Benefit type:<br>FSFSFS = Food benefits       |

**\*This information will only appear if the recipient's account is set up.**

### 24.03.03.10 Demographic Pending Inquiry

The Demographic Pending Inquiry screen displays pending recipient demographic information. It is used to view demographic information submitted by the State and still pending in the J.P. Morgan EFS system. Access this screen from your main menu. A Case will be displayed on this screen if the case was chosen for EBT conversion, a card was produced, but an EBT benefit was never issued. Search types and corresponding values will display the pending demographic information.

| Search Type | Value                           |
|-------------|---------------------------------|
| 06          | Case number                     |
| 07          | Recipient last name, first name |
| 08          | Card Number                     |

|  |                                 |          |                  |                |                  |
|--|---------------------------------|----------|------------------|----------------|------------------|
| RPNCSS   | Wisconsin EBT Production System | 01/13/99 |                  |                |                  |
|  | Pending Search                  | 17:26:43 |                  |                |                  |
| Search Type: 06__                                      |                                 |          |                  |                |                  |
| Value: 890333333__                                     |                                 |          |                  |                |                  |
| SL   | L NAME                          | F NAME   | STREET           | CASE<br>NUMBER | CARD NUMBER      |
| __   | Jones                           | Alvin    | 3455 Sommers Ave | 890333333      | 5077085000333333 |
| __   | _____                           | _____    | _____            | _____          | _____            |
| __   | _____                           | _____    | _____            | _____          | _____            |
| __   | _____                           | _____    | _____            | _____          | _____            |
| __   | _____                           | _____    | _____            | _____          | _____            |
| __   | _____                           | _____    | _____            | _____          | _____            |
| __   | _____                           | _____    | _____            | _____          | _____            |
| __   | _____                           | _____    | _____            | _____          | _____            |
| Ready for input   F4-Read   F6-Read Next   SF4-Sel Rec |                                 |          |                  |                |                  |

#### Function Key Assignment:

|     |               |
|-----|---------------|
| F4  | Read          |
| F6  | Read next     |
| SF4 | Select record |

#### Procedures:

1. Select DEMOGRAPHIC PENDING SEARCH from your main menu.
2. Enter SEARCH TYPE.
3. Press the Tab key.
4. Enter VALUE.
5. Press the F4 key to read.

**Information Displayed:**

|             |   |
|-------------|---|
| L Name      | Last name   |
| F Name      | First name  |
| Street      | First 15 characters of the street address           |
| Case Number | CARES Case number                                   |
| Card Number | Sixteen-digits of the recipient's card number (PAN) |



### 24.03.03.11 Card History Inquiry

The Card History Inquiry screen allows staff to view the history of recipient card issuance, replacement and PIN selection. Select Card History Inquiry from the main menu. Place an “X” in the Selection (Sel) field then select SF4 to access the Card History Detail information.

|   |                           |                              |
|---|---------------------------|------------------------------|
| RCDHHS  | Wisconsin EBT Prod System | 12/23/99                     |
|   | Card History Inquiry      | 10:17:54                     |
| Claim Number:                                     | Card Number:              | Indicator:                   |
| -----Card History Information -----               |                           |                              |
| Sel Card Number                                   | Ind St Date Time          | Action                       |
| 5077085000003994                                  | 01 00 09/02/99 22:2209    | Init Create – Via Third Part |
| 5077085000003994                                  | 01 01 09/15/99 20:46:43   | New Pin - Via CAPS           |
| 5077085000003994                                  | 01 02 12/01/00..15:34:13  | Card Repl – Via Third Party  |
| 5077085000013988                                  | 01 01 12/01/01 15:34:13   | Init Create- Via Third Part  |
| 5077085000013988                                  | 01 01 12/01/01 15:34:13   | Activation at Setup          |
| 5077085000013988                                  | 01 01 12/01/01 15:34:13   | New Card- Keep Same Pin      |
| =====   |                           |                              |
| F4-Read F6-Read Next SF4-Card Hist Det SF7-Search |                           |                              |

#### Function Key Assignment:

|     |                                      |
|-----|--------------------------------------|
| F4  | Read record                          |
| F6  | Read next                            |
| SF4 | Go to the Card History Detail screen |
| S7  | Card search                          |

#### Procedures:

1. Enter claim number (CARES case number) and press F4.

You can also enter the card number in the Card Number field and press F4. Information for that specific card will appear. The Claim Number field will populate with the associated CARES case number.

**Information Displayed:**

|                     |   |
|---------------------|---|
| <b>Claim Number</b> | CARES Case Number   |
| <b>Card Number</b>  | Recipient's PAN number  |
| <b>Ind</b>          | Indicator (01-Primary, 02-Alternate Payee, 03-Authorized Buyer) |
| <b>St</b>           | Status of card  |
| <b>Date</b>         | Date of Transaction   |
| <b>Time</b>         | Time of Transaction   |
| <b>Action</b>       | Card or PIN creation process                                    |

**Examples:**

Init Create - no card created = account set up but card not issued (PP set up but AP has access)

Init Create via Third Party = card ordered by CARES

Control # Generated via Screen = cardholder was issued a control number by J.P. MORGAN EFS customer service. The cardholder may or may not have called the second number provided to select a PIN. (Should be obsolete with Single Call PIN effective 10-27-03)

Cntl # Gen – (CSSFARUP) = PIN selected via ARU (Single Call PIN control # generated internally)

New Pin – Via ARU = PIN selected via ARU

Activation – Via ARU = Initial PIN selected via the ARU

Activation at Setup = replacement card ordered from recipient customer service. Card is active

Change Status via Card Mn = card was statused

Card repl - via Third Party = previous card statused / new card may be issued by customer service

New PIN - via CAPS = PIN selected on CAPS device

### Card History Detail

The Card History Detail screen allows users to view details of a specific card replacement. Access this screen from the Card History Inquiry Screen (SF4).

|  |                           |                      |
|--|---------------------------|----------------------|
| RCHDET   | Wisconsin EBT Test System | 07/26/99             |
|  | Card History Detail       | 12:47:55             |
| First Name   | Mi Last Name              | Date of Birth        |
| PETER  | SCHULTZ                   | 08 / 15 / 62         |
| Address: 2384 BASSETT DR JANESVILLE, WI. 53545                       |                           |                      |
| Tele#: 000 - 000 - 0000  |                           | SSN: 209 - 74 - 5642 |
| Date of Issue: 07 / 26 / 99 Card Sts: 00 PIN Date: / /               |                           |                      |
| -----Card Audit Information-----                                     |                           |                      |
| Claim Number: 0700164308 Card Number: 5077080000010198 Indicator: 01 |                           |                      |
| Action: Init Create - Via Third Party Creator: WIDFBENU Status: 00   |                           |                      |
| Transaction: WICCUPDT Control No: 000002                             |                           |                      |
| Date: 07/26/99 Time: 21:07:10  |                           |                      |
| =====  |                           |                      |
| F-16 Exit  |                           |                      |

### Function Key Assignment:

|     |                         |
|-----|-------------------------|
| F16 | Exit the current screen |
|-----|-------------------------|

### Procedures:

1. On the Card History Inquiry screen, place an "X" in the SL field for the record you wish to view.
2. Press the SF4 key to read.)

### Information Displayed:

|                      |                                    |
|----------------------|------------------------------------|
| <b>First Name</b>    | Recipient's first name             |
| <b>Mi</b>            | Recipient's middle name            |
| <b>Last Name</b>     | Recipient's last name              |
| <b>Date of Birth</b> | Recipient's date of birth          |
| <b>Address</b>       | Recipient's address                |
| <b>Tele#</b>         | Recipient's telephone number       |
| <b>SSN</b>           | Recipient's Social Security number |
| <b>Date of Issue</b> | Date card was issued               |
| <b>Card Sts</b>      | Card Status                        |
| <b>PIN Date</b>      | Date PIN was issued                |
| <b>Claim Number</b>  | Case number unique identifier      |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|                    |   |
|--------------------|---|
| <b>Card Number</b> | Recipient's PAN   |
| <b>Indicator</b>   | Indicator (01-Primary, 02-Alternate Payee, 03-Authorized Buyer) |
| <b>Action</b>      | Card or PIN creation process                                    |
| <b>Creator</b>     | Internal J.P. Morgan EFS program                                |
| <b>Status</b>      | Status  |
| <b>Transaction</b> | Transaction type sent by Wisconsin in the file                  |
| <b>Control No</b>  | Control number in the file                                      |

### 24.03.03.12 Cardholder Detail Journal Inquiry

The Cardholder Detail Journal Inquiry screen displays transaction history for a specific Food and Nutrition Services (FNS) merchant. Access this screen from your main menu. Transaction information may be obtained by using a retailer's FNS number and a starting date. If you want to view the details of a specific transaction, you can place an "X" in the Selection (Sel) field next to the transaction you wish to view and press the appropriate function key. It will appear as a Transaction Detail screen.

```

RJSDJI      Wisconsin EBT Production System      04/02/99
Detail Journal Inquiry      10:24:22

FCS #:      DATE:

----- Transaction Information -----
Sel  Date  Time Type  Trn Amt Cmp Amt  Card Number  Auth ID  AFS

=====
F4-Read  F6-Read Next  SF4-Transaction Detail

```

### Function Key Assignment:

|     |  |
|-----|--|
| F4  | Read exact                               |
| F6  | Displays the next screen of transactions |
| SF4 | Go to Retailer Transaction Detail screen |
| F16 | Exit                                     |

### Procedures:

1. Select CARDHOLDER DETAIL JOURNAL INQUIRY screen from your main menu.
2. Enter retailer's FCS number (FNS number).
3. Enter starting DATE (MMDDCCYY format).
4. Press the F4 key to read.
5. Press the F16 key to exit.

Food Stamp Handbook  
Appendix Ch. 24 EBT

**Information Displayed:**

|             |  |
|-------------|--|
| Date        | Date of transaction  |
| Time        | Time of transaction (Eastern Standard Time)  |
| Type        | Type of transaction:<br>00,0 = Food stamp balance inquiry      3,2 = Debit benefit update<br>1,0 = POS purchase/debit                  3,5 = Coupon conversion<br>2,0 = POS credit                              3,7 = Expungement<br>2,1 = Credit adjustment                  5,0 = Manual auth.—hold<br>2,2 = Manual auth. Hold expiration      5,1 = Manual auth.—debit<br>2,4 = Deposit                                  5,2 = Repayment<br>2,6 = Emergency benefit                  7,0 = Voucher clear<br>3,0 = Credit void                              8,0 = Voucher clear, purchase<br>3,1 = Debit adjustment                      return<br>* = Completed amount is less than the requested amount. This can mean a transaction was denied, reversed, or approved for an amount less than the requested amount. |
| Trn Amt     | Requested amount   |
| Cmp Amt     | Completed amount   |
| Card Number | Recipient card number (PAN)  |
| Auth ID     | Internal J.P. Morgan EFS authorization number:   |
| AFS         | A = Approved or Denied (see Appendix E, <i>Code Reference Sheet</i> )<br>F = Fee<br>S = Surcharge<br>C = keyed (K) or swiped (s)   |

### Transaction Detail

The Retailer Transaction Detail screen displays detailed information about a selected transaction, which may be helpful in problem resolution by Customer Service. This screen is accessed from the Cardholder Detailed Journal Inquiry screen (SF4 function key).

|                    |                                 |                      |
|--------------------|---------------------------------|----------------------|
| RJSTRN             | Wisconsin EBT Production System | 08/18/99             |
|                    | Transaction Detail              | 12:12:20             |
|                    |                                 |                      |
| EDA#: 000000000000 | Profile:                        |                      |
| Card#:             |                                 |                      |
|                    | As Of Balance:                  | .00                  |
| Date:              | Type: 00 00                     | Tran Amt: .00        |
| Acct Type00        |                                 | Completed Amt: .00   |
|                    | Trace Nbr:                      | Fee: .00             |
| Approval Nbr:      | Reference Nbr:                  | Completed Fee: .00   |
| Approval Code: 00  | Reversed:                       | Surcharge: .00       |
|                    | Entry Mode:                     | Completed Sur: .00   |
| Last Name:         |                                 |                      |
| Merchant Location  | MERCHANT #                      | Terminal Batch # Seq |
|                    | 000000000000                    | 000000               |
| STATE TRACE #:     |                                 |                      |
| =====              |                                 |                      |
| Ready for input    | SF10 - Help                     | F16 - Exit           |

### Function Key Assignment:

|      |                         |
|------|-------------------------|
| SF10 | Help                    |
| F16  | Exit the current screen |

### Procedures:

1. From the Cardholder Detail Journal Inquiry screen, place an "X" in the SEL field to select one of the transactions.
2. Select the SF4 key to view the transaction.
3. Press the F16 key to exit the current screen.

### Information Displayed:

|               |   |
|---------------|---|
| EDA#          | Internal J.P. Morgan EFS benefit account number |
| Profile       | Not applicable to Wisconsin                     |
| Card#         | Client's PAN                                    |
| As of Balance | Client balance                                  |
| Date          | Date and time of transaction (Eastern Time)     |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|                   |  |
|-------------------|--|
| Type              | <p>Type of transaction:</p> <p>00,0 = Food stamp balance inquiry      3,2 = Debit benefit update</p> <p>1,0 = POS purchase/debit      3,5 = Coupon conversion</p> <p>2,0 = POS credit      3,7 = Expungement</p> <p>2,1 = Credit adjustment      5,0 = Manual auth.—hold</p> <p>2,2 = Manual auth. Hold expiration      5,1 = Manual auth.—debit</p> <p>2,4 = Deposit      5,2 = Repayment</p> <p>2,6 = Emergency benefit      7,0 = Voucher clear</p> <p>3,0 = Credit void</p> <p>3,1 = Debit adjustment      8,0 = VOUCHER CLEAR,<br/>PURCHASE RETURN</p> <p>* = Completed amount is less than the requested amount. This can mean a transaction was denied, reversed, or approved for an amount less than the requested amount.</p> |
| Trans Amt         | Requested amount   |
| Acct Type         | Food stamp   |
| Completed Amt     | Approved transaction amount  |
| Trace Nbr         | Comes from the switch; device and switch provided tracing numbers used when doing claims adjudication and claims discrepancy; may or may not be provided by the POS  |
| Fee               | Fee for transaction  |
| Approval Nbr      | The approval number J.P. Morgan EFS attached to an approved transaction sent to the POS device   |
| Reference Nbr     | Comes from the switch; device and switch provided tracing numbers used when doing claims adjudication and claims discrepancy   |
| Completed Fee     | Total fee for transaction  |
| Approval Code     | See Appendix D, <i>Code Reference Sheet</i>  |
| Reversed          | Transaction reversed   |
| Surcharge         | Fee charged by owner of ATM  |
| Entry Mode        | How the transaction was entered/completed:<br>K = Keyed<br>S = Swiped  |
| Completed Sur     | Total surcharge  |
| Last Name         | Merchant name  |
| Merchant Location | Merchant location  |
| Merchant #        | Merchant FCS (FNS) number  |
| Terminal          | POS terminal ID; provided by the switch, which J.P. Morgan EFS passes along  |
| Batch #           | Not Applicable in WI   |
| Seq               | Not Applicable in WI   |
| State Trace #     | State trace number   |



#### **24.03.04 Maintenance Screens**

Maintenance screens allow an opportunity to review current recipient data and make changes, update, add data, or delete information as required. These screens are accessible only by local agency employees:

- Account Repayment
- Dormant Account Maintenance
- Card Replacement (Emergency)

A description of each of the screens follows.

#### **24.03.04.01 Account Repayment**

The Account Repayment screen allows online entry for benefit recoveries. This is a local office fiscal support function to manage recovery of funds transactions. Repayment can only be done on an active account. The client must sign an FNS 135 (HCF 09002) before a repayment can be processed on this screen.

The Local Office Fiscal personnel must enter the case number, recipient Social Security number, recovery amount, and program code. Then press the Read key. If the case number is not valid, an error message will appear and no other action can be taken until the corrections have been made.

The recipient's Social Security number must be entered and will be validated against the State Demographic file. If the Social Security number entered does not match the number within the demographic data, a warning message will appear but the transaction will be allowed to continue.

The amount entered for recovery cannot exceed the recipient's available amount.

The case number must also be attached to an active account in order for processing to occur. If the account is dormant, an error message will appear and no further action can be taken. The agency can reactivate the dormant account in order to process a repayment.

After F4 has been pressed and the read is successful and no error messages have occurred, the recipient's county code and current balance will be displayed on the screen. The administrative personnel will press the Add key (F10) to process the request.

After the Add key is pressed, the benefit amount remaining is displayed. Also, a message will appear informing the administrative person that the record has been added. The transaction will be added into the Detail Journal Inquiry screen, which can only be accessed through the Balance Inquiry screen, to reflect the recovery transaction. (5,2 is the transaction type code for a repayment.)

Food Stamp Handbook  
Appendix Ch. 24 EBT

|   |                                 |          |
|---|---------------------------------|----------|
| RCSRCP                                      | Wisconsin EBT Production System | 03/23/99 |
|   | Account Repayment               | 16:09:10 |
| Case Number: <u>518883429</u>               | Name: ARLENE S HERRERA          |          |
| Program Code: <u>01</u>                     | County Code: 053                |          |
| Social Security Nbr: <u>518 - 88 - 3429</u> |                                 |          |
| Repayment Amount: <u>45.00</u>              |                                 |          |
|   |                                 |          |
| Amount Remaining:                           | 2003.00                         |          |
|   |                                 |          |
| =====                                       |                                 |          |
| Ready for input    F4-Read    F10-Add       |                                 |          |

**Function Key Assignment:**

|     |            |
|-----|------------|
| F4  | Read       |
| F10 | Add record |

**Procedures:**

1. Select ACCOUNT REPAYMENT from your main menu.
2. Enter CASE NUMBER.
3. Press the Tab key.
4. Enter PROGRAM CODE.
5. Press the Tab key.
6. Enter SOCIAL SECURITY NBR (recipient's Social Security number).
7. Press the F4 key (verify this is the recipient).
8. Enter REPAYMENT AMOUNT (use only numeric format with no dollar signs).
9. Press the F10 key to add recovery information that will deduct the amount from the EBT account balance immediately.
10. Press the F16 key to exit.

**Information Displayed:**

|                     |  |
|---------------------|--|
| Case Number         | Key field (must be valid) (CARES food stamp case number)   |
| Name                | Recipient's name   |
| Program Code        | 01 = Food stamps   |
| County Code         | A three-digit code (county or tribal code)   |
| Social Security Nbr | Entered field must match CARES Social Security number; if not, warning message will appear. If the client does not have a Social Security number, use 555-55-5555 as the Social Security number. |

Food Stamp Handbook  
Appendix Ch. 24 EBT

Repayment Amount      Amount of funds the State is recovering  
Amount Remaining      Remaining balance after the recovery

**24.03.04.02 Dormant Account Maintenance (obsolete 9/1/01)**

The Dormant Account Maintenance screen allows the account to be placed in an active status. This direct-entry screen is only accessible by local office fiscal personnel.

Name and demographic information will be displayed. This is the screen that allows the benefits to be reactivated from a dormant status. The account may only be placed in an active status "01". After F14 is pressed, all information will be gone. An audit record will be produced for each change that is made and transmitted back to Wisconsin within the administrative terminal report. This screen is used to reset accounts that have not been used for 90 days and are aging.

As of 9/1/01, an account will not be dormant after 90 days of non-use of the QUEST card. The account becomes dormant at 365 days of non-use. At that time, all benefits are expunged. If new EBT benefits are issued, J.P. Morgan EFS will change the account status from dormant to active when the benefits are posted to the account.

|  |                                 |                             |
|--|---------------------------------|-----------------------------|
| RCSDAM   | Wisconsin EBT Production System | 08/18/99                    |
|  | Dormant Account Maintenance     | 12:37:15                    |
| Card #: 5077080000008028   |                                 | Card Sts: 00                |
| First Name   | Mi Last Name                    |                             |
| RYNO   | SANDBURG                        |                             |
| Address: 250 GARDEN LANE BELOIT, WI. 53511                           |                                 |                             |
| SocSec#  | Tele#                           | Date of Birth               |
| 355-92-9999  | 608-364-2033                    | 09/07/56                    |
| EDA #: 655000004678 Sts: 02,1 Type: 01 EDA #:      Sts:      , Type: |                                 |                             |
| Dormant Account Information  |                                 | Dormant Account Information |
| Activity Status: 0   |                                 | Activity Status:            |
| Inact:   | Dorm:                           | Inact:      Dorm:           |
| Inact Trans:   |                                 | Inact Trans:                |
| Process:   |                                 | Process:                    |
| * Active   |                                 |                             |
| Available Balance:   | 125.00                          | Available Balance:      .00 |
| Sel: X   | Sel:                            |                             |
| =====  |                                 |                             |
| Ready for input  | F4-Read F14-Reset Info          | SF7-Search                  |

**Function Key Assignment:**

|     |                   |
|-----|-------------------|
| F4  | Read              |
| F14 | Reset information |
| SF7 | Search            |
| F16 | Exit              |

**Procedures:**

1. Enter the recipient's CARD # (PAN).
2. Press the F4 key to read.
3. Place an "X" in the food stamp SEL field to select the food stamp account.
4. Press the F14 key to reset the "age."
5. Go to the Balance Inquiry screen to verify that the EDA status is active

### 24.03.04.03 Card Replacement (Emergency)

The Card Replacement screen allows local office card issuance personnel to link the vault card PAN with the existing case number for the Primary Persons (PPs), Alternate Payees (APs), and Authorized Buyers (ABs). **This screen is only to be used after a vault card PIN has been selected using the CAPS device.** Do not use this screen to issue the initial card, only to issue a replacement card. The initial card is issued on BIPN in the CARES system if the case meets expedited emergency criteria.

|  |                                 |          |
|--|---------------------------------|----------|
| RCRDRP                                 | Wisconsin EBT Production System | 08/17/99 |
|  | Card Replacement                | 17:08:17 |
| Case #:                                | Owner Indicator: 00             |          |
| First Name                             | Mi Last Name                    |          |
| Card Access:                           | Date of Birth: - -              |          |
| Address 1                              | Address 2                       |          |
| City                                   | St Zip Code                     |          |
| Telephone#:                            | Soc Sec# - -                    |          |
| Card Number:                           |                                 |          |
|  |                                 |          |
| Ready for input ... F4-Read F14-Update |                                 |          |

#### Function Key Assignment:

|     |             |
|-----|-------------|
| F4  | Read record |
| S14 | Update      |

#### Procedures:

1. Enter the recipient's case number.
2. Enter owner indicator.
3. Press the F4 key to read.
4. Enter the PAN number (be sure to verify that the number on the screen matches the number of the vault card).
5. Press the F14 key to update the record.

#### Information Displayed:

|                 |   |
|-----------------|---|
| Case            | Key field (must be valid) (case number) |
| Owner Indicator | 01 = PP                                 |
|                 | 02 = AP                                 |
|                 | 03 = AB                                 |

|               |                                    |
|---------------|------------------------------------|
| First         | Recipient's first name             |
| Mi            | Recipient's middle initial         |
| Last          | Recipient's last name              |
| Card Access   | Program access                     |
| Date of Birth | Recipient's date of birth          |
| Address       | Recipient's address                |
| Tele #        | Recipient's telephone number       |
| SocSec #      | Recipient's Social Security number |
| Card number   | Recipient's PAN                    |

#### **24.03.05 CARES Project and State Staff-Only Screens**

The following screens are accessible only by CARES and State staff:

- Update Inquiry screen (3.9.1)
- State Issuer Totals Inquiry Screen (3.9.2)
- Benefit Issuer Totals Screen (3.9.3)

A description of each of the screens follows.

##### **24.03.05.01 Update Inquiry Screen**

The Update Inquiry screen allows inquiry regarding the status of the State batch processing. CARES technical personnel and State staff use this screen to ensure acceptance or rejection of transmission files. The Update Inquiry screen is available from your main menu. An update inquiry can be done by entering the transaction type, date, or both.

|                              |
|------------------------------|
| Valid transaction types are: |
|------------------------------|

- |  |
|--|
| <ul style="list-style-type: none"><li>▪ WICCUPDT—Daily demographic</li><li>▪ WICCUPEX—Daily emergency demographic</li><li>▪ WICONVER—Regional conversion files</li><li>▪ WIFSBEUP—Daily food stamp benefits</li><li>▪ WIFSBEX—Daily food stamp emergency benefits</li><li>▪ WIFSBEMN—Monthly food stamp benefits</li><li>▪ Unknown—invalid transaction type submitted for processing</li><li>▪ State Determined—State determined</li></ul> |
|--|

Information is obtained by reading the control file.

Food Stamp Handbook  
Appendix Ch. 24 EBT

|   |                           |            |
|---|---------------------------|------------|
| RUPINQ  | Wisconsin EBT Test System | 08/18/99   |
|   | Update Inquiry            | 12:41:23   |
|   |                           |            |
| Transaction Type                                    | Date                      |            |
|   |                           |            |
| Tran  | Date Val.                 | Time Val.  |
| Type/Cntl#  | Start/Stop                | Start/Stop |
| WICONVER  | 9990723                   | 002325     |
| 1   | 19990723                  | 002327     |
|   |                           | 19990723   |
|   |                           | 002356     |
| WICONVER  | 9990723                   | 002609     |
| 2   | 19990723                  | 002611     |
|   |                           | 19990723   |
|   |                           | 002723     |
| WIFSBEMN  | 9990723                   | 002938     |
| 1   | 19990723                  | 002941     |
|   |                           | 19990723   |
|   |                           | 003201     |
| WICCUPEX  | 9990723                   | 163218     |
| 1   | 19990723                  | 163219     |
|   |                           |            |
|   |                           | HD07       |
| =====   |                           |            |
| Ready for input      F2-Rd F6-Nx SF10-Help F16-Exit |                           |            |

**Figure 3.9.1, Update Inquiry Screen**

**FUNCTION KEY ASSIGNMENT:**

|      |                         |
|------|-------------------------|
| SF10 | Help                    |
| F16  | Exit the current screen |

**SCREEN CODES:**

Status reflects acceptance or rejects generated by the Transmission file validation. A status of "0000" indicates the file passed file-level validation checks. If a file passes validation but detail records are rejected, the status will show "0000" with the number of rejects indicated under the column of "Records Acc, (accepted)/Rej, (rejected)."

**PROCEDURES:**

1. Select State Transmission Inquiry from your main menu, select Update Inquiry screen.
2. Enter a transaction type and a date, and press the F2 key to read.
3. Press the F16 key to exit.



***INFORMATION DISPLAYED:***

|                      |  |
|----------------------|--|
| Trans Type/Contl#    | Transaction types<br>Control number; consecutive number included in the file from the State that is used to track all transmissions  |
| Date Val. Start/Stop | Date validated (CCYYMMDD)  |
| Time Val. Start/Stop | Time validated (military time including seconds)   |
| Date Upd. Start/Stop | Date updated, date the record is applied in the database   |
| Time Upd. Start/Stop | Time updated   |
| Records Acc./Rej.    | Number of the records of the file that are accepted/rejected   |
| Status               | Information used by system personnel<br>Normally = 0000 indicating the system updated the entire file<br>HD code indicates a header error<br>TR code indicates a trailer error |

**24.03.05.02 State Issuer Totals Inquiry Screen**

State accounting personnel access information from this screen. The State Issuer Totals screen is a direct access screen from your main menu and allows quick inquiry into the settlement for the current day as well as previous day. The previous day's settlement will be kept online for up to 30 days.

|   |
|---|
| Entry fields are the settlement date and profile number. The settlement date is required for selection and the profile number is optional. Paging next will allow paging through all profiles. Profiles directly relate to a food stamp settlement, and are provided to the State via the interface specifications. |
|---|

Data will be displayed based upon the entry fields given. If no data is found, the response will be "no data to display." The second count and amount columns display "next day" amounts. These represent transactions occurring between the switch cutoff and the End-Of-Day (EOD) cutoff.

Food Stamp Handbook  
Appendix Ch. 24 EBT

|                     |                                 |              |            |       |           |
|---------------------|---------------------------------|--------------|------------|-------|-----------|
| RCSINQ              | Wisconsin EBT Production System |              |            |       | 07/30/99  |
|                     | State Issuer Totals Inquiry     |              |            |       | 12:05:35  |
| Settle Date: 072999 | Profiled Number: 550000001      |              |            |       |           |
|                     | Count                           | Amount       |            | Count | Amount    |
| Prior Balance:      | 201                             | 49,118.50    |            |       |           |
| Debits:             | 11                              | 453.00       |            | 0     | .00       |
| Debit Voids:        | 0                               | .00          |            |       |           |
| Credits:            | 2                               | 302.00       |            | 0     | .00       |
| Credit Voids:       | 0                               | .00          |            |       |           |
| Fees:               | 0                               | .00          |            | 0     | .00       |
| Deposits:           | 21                              | 3,007.00     |            |       |           |
| Coupon Cnv:         | 6                               | 736.00       |            |       |           |
| M Auth:(Holds)      | 11                              | 50.64        |            |       |           |
| M Auth:(Exp)        | 8                               | 48.00        |            |       |           |
| M Auth:(Set AD)     | 1                               | 2.00         |            |       |           |
| Expungements        | 0                               | .00          |            |       |           |
| DB ADJ:             | 1                               | 6.00         | Tot Pd:    | 24    | 151.37    |
| CR ADJ:             | 1                               | 16.00        | Star Tl:   | 1     | 141.37    |
| Pending:            | 3                               | 3.00         | Ma Auth:   | 7     | 30.87     |
|                     |                                 | -            |            |       |           |
| Current Bal:        | 222                             | 51,250.86    | Close Bal: |       | 51,247.86 |
| =====               |                                 |              |            |       |           |
| Ready for input     | F4-Read                         | F6-Next Page | F16-Exit   |       |           |

**Figure 3.9.2, State Issuer Totals Screen**

**FUNCTION KEY ASSIGNMENT:**

|    |                |
|----|----------------|
| F4 | Read           |
| F6 | Read next page |

**PROCEDURES:**

1. Select State Issuer Totals from your main menu.
2. Enter a settlement date (MMDDYY) and press the F4 key to view totals.
3. Enter the profile number for food stamp benefits.
4. Press the F16 key to exit the current screen.

**INFORMATION DISPLAYED:**

|                |   |
|----------------|---|
| Settle Date    | Settlement date   |
| Profile Number | Nine-numeric digits   |
| Prior Balance  | Previous day's closing balance of recipient's account                       |
| Count          | Number of transactions  |
| Amount         | Dollar amount of transactions   |
| Count          | Next day's settlement transactions (included in the total)                  |
| Amount         | Next day's settlement dollar amount of transactions (included in the total) |

Food Stamp Handbook  
Appendix Ch. 24 EBT

|                 |   |
|-----------------|---|
| Debits          | Current day's total debits (includes repayments)  |
| Debit Voids     | Current day's total debit voids   |
| Credits         | Current day's total credits   |
| Credit Voids    | Current day's total credit voids  |
| Fees            | State transaction fees, bank surcharges, and/or any State card fees   |
| Deposits        | Current day's total State deposits total  |
| Coupon Cnv.     | Current day's total coupon-cash conversion  |
| M Auth:(Holds)  | Manual retailer authorizations not released   |
| M Auth:(Exp)    | Manual retailer authorizations expired  |
| M Auth:(Set AD) | Settlement adjustment—manual voucher difference between unreleased and voucher amount   |
| Expungements    | Total expunged  |
| DB ADJ          | Debit adjustments to recipient accounts   |
| CR ADJ          | Credit adjustments to recipient accounts  |
| Pending         | Transactions that occurred while End-Of-Day (EOD) is being calculated and are reflected in the account balance; the difference between current balance and ending balance are the pending amounts |
| Current Balance | Total open accounts at EOD  |
| Tot Pd          | Total paid  |
| Star Tl         | Star total—total amount (food stamps) reported to federal government  |
| Ma Auth         | Manual authorization total  |
| Close Bal       | Closing balance   |

#### 24.03.05.03 Benefit Issuer Totals Screen

State accounting personnel access information off this screen. Access this screen from your main menu (Treasury Menu F6). The Benefit Issuer Totals screen allows for quick inquiry into the benefit program type for the previous day's drawdown. The previous day's settlement will be kept online for up to 30 days.

Selection keys are the settlement date and profile number. The date is required for selection and profile will be optional. Paging next will allow paging through all profiles. Profiles directly relate to a food stamp settlement and are provided to the State via the interface specifications.

Data will be displayed based upon the keys given. If no data is found, the response will be "no data to display."

Food Stamp Handbook  
Appendix Ch. 24 EBT

|                                      |                 |                                 |             |              |
|--------------------------------------|-----------------|---------------------------------|-------------|--------------|
| RCBTOT                               |                 | Wisconsin EBT Production System |             | 02/02/99     |
|                                      |                 | Benefit Issuer Totals           |             | 16:57:35     |
| Settle Date: <u>01011999</u>         |                 | Profile Number: 550000001       |             |              |
| Ben Type                             | Prior Balance   | Net Deposits                    | Debit Adj.  | Non-Settling |
|                                      | Current Balance |                                 | Credit Adj. |              |
| FSFS                                 | 13,842.55       |                                 | 62.00       |              |
|                                      | 13,780.55       |                                 |             |              |
| FSFT                                 | 2,641.25        |                                 |             |              |
|                                      | 2,641.25        |                                 |             |              |
| FSFV                                 | 2,301.09        |                                 |             |              |
|                                      | 2,301.09        |                                 |             |              |
| FSFV                                 | 1,170.00        |                                 |             |              |
|                                      | 1,170.00        |                                 |             |              |
| =====                                |                 |                                 |             |              |
| Ready for input F4-Read F6-Next Page |                 |                                 |             |              |
| More Records                         |                 |                                 |             |              |

**Figure 3.9.3, Benefit Issuer Totals Screen**

**FUNCTION KEY ASSIGNMENTS:**

|    |           |
|----|-----------|
| F4 | Read      |
| F6 | Next Page |

**PROCEDURES:**

1. Select Benefit issuer Totals from your main menu.
2. Enter the settlement date (CCYYMMDD) and the profile number for food stamps.
3. Press F4 to view the totals.
4. Press the F16 key to exit the current screen.

***INFORMATION DISPLAYED:***

|                 |  |
|-----------------|--|
| Settle Date     | Settlement date (MMDDCCYY)   |
| Profile Number  | Secondary key  |
| Ben Type        | Benefit issuance type  |
| Prior Balance   | Previous day's ending dollar amount  |
| Current Balance | Total account balance at EOD   |
| Net Deposits    | Current day's total state deposits amount  |
| Debit Adj.      | Debit adjustment to recipient's account  |
| Credit Adj.     | Credit adjustment to recipient's account   |
| Non-Settling    | Amount not settled to a retailer's bank account because it is an internal transaction between CSI and the State (Repayment, coupon, conversions) |

**24.03.06 Customer Service Representative (CSR)-Only Screens**

The following screens are accessible only by J.P. Morgan EFS staff. These are maintenance screens that allow an opportunity to review current recipient data and make changes, update, add data, or delete information as required:

- Card Status
- Card Replacement
- Manual Authorization
- Balance Adjustment

A description of each of the screens follows.

**24.03.06.01 Card Status Screen**

The Card Status screen allows cards to be placed in a lost, damaged, or stolen status.

This direct entry screen is accessible by J.P. Morgan EFS Customer Service personnel (*State also has access to this screen to status cards that were returned to State*). Name and demographic information are displayed. A card may be placed in a lost, damaged, stolen, or other inactive status. The card cannot be placed in an active status once it has been placed in an inactive status. An audit record is written for each card that is placed in an inactive status.

Food Stamp Handbook  
Appendix Ch. 24 EBT

|   |                                 |                         |
|---|---------------------------------|-------------------------|
| RCSCSM  | Wisconsin EBT Production System | 04/01/99                |
|   | Card Status Maintenance         | 18:02:23                |
| Card #:   | Pending:                        | Card Sts:               |
| Profile #   |                                 |                         |
| Opened:   | / /                             | Last Status Change: / / |
| First Name  | Mi Last Name                    |                         |
| Address:  |                                 |                         |
| Tele #: 000 - 000 - 0000                                | Soc Sec #: 000 - 00 - 0000      |                         |
| Date of Birth:  |                                 |                         |
| Change Status To: 00                                    | Date Discovered: / /            |                         |
| Comments:   |                                 |                         |
| =====   |                                 |                         |
| F4-Read SF1-Activate F14-Update SF7-Search SF6-Addr Inq |                                 |                         |

***Figure 3.11.1, Card Status Screen***

***FUNCTION KEY ASSIGNMENT:***

|     |                                  |
|-----|----------------------------------|
| F4  | Read                             |
| SF1 | Activate                         |
| F14 | Update                           |
| SF7 | Card search                      |
| SF6 | Go to the Address Inquiry screen |

### 24.03.06.02 Card Replacement Screen

The Card Replacement screen allows the issuance of replacement cards.

This screen is used by J.P. Morgan EFS Customer Service to order new cards and/or PINs for recipients. The card/PIN replacement options are: 1) issue a new PIN and keep the current card; 2) issue a new PIN and a new card; and 3) keep the current PIN and issue a new card.

|  |                           |                 |
|--|---------------------------|-----------------|
| RCCRDI                                     | Wisconsin EBT Test System | 08/18/99        |
|  | Card Replacement          | 17:39:49        |
| Card Number                                |                           |                 |
| First Name                                 | Mi Last Name              | Date of Birth   |
|  | / /                       |                 |
| Address                                    | Maiden Name:              |                 |
| Tele#:                                     | - -                       | SSN#:           |
|  | - -                       | - -             |
| Date of Issue:                             | / /                       |                 |
| Card Sts:                                  |                           |                 |
| Pin Date:                                  | / /                       | New Card #:     |
| Changes:                                   |                           |                 |
| Pin Errs:                                  |                           | Last Error: / / |
| Pin Method                                 | Card Method               |                 |
| Default :                                  | Default :                 |                 |
| Change to: 00                              | Change to: 00             |                 |
| Comments:                                  |                           |                 |
|  | Last Mod: / /             |                 |
| =====                                      |                           |                 |
| F4-Read F6-Read Next SF7-Search F14-Update |                           |                 |

*Figure 3.11.2, Card Replacement Screen*

#### **FUNCTION KEY ASSIGNMENT:**

|     |             |
|-----|-------------|
| F4  | Read        |
| S6  | Read next   |
| SF7 | Card search |
| F14 | Update      |

### 24.03.06.03 Manual Authorization Screen

The Manual Authorization screen allows retailers to process manual authorizations and generation of an authorized number.

|                              |                                 |               |           |
|------------------------------|---------------------------------|---------------|-----------|
| RMAUTH                       | Wisconsin EBT Production System |               | 03/08/99  |
|                              | Manual Authorization            |               | 18:54:36  |
| Card #:                      | _____                           |               | Card Sts: |
| First Name:                  | MI                              | Last Name     |           |
| Address:                     |                                 |               |           |
| Soc Sec #                    | Tele #                          | Date of Birth |           |
| Last Transaction Information | FCS #: _____                    |               |           |
| Withdrawal:                  | Document #: _____               |               |           |
| Deposit:                     | Requested Amount: _____         |               |           |
| Available Balance:           | Approved:                       |               |           |
|                              | Initials: _____                 |               |           |
|                              | Auth #/Reason:                  |               |           |
| =====                        |                                 |               |           |
| F4—Approve Transaction       |                                 |               |           |

**Figure 3.11.4, Manual Authorization Screen**

#### **FUNCTION KEY ASSIGNMENT:**

|    |                     |
|----|---------------------|
| F4 | Approve transaction |
|----|---------------------|



#### 24.03.03.04 Balance Adjustment Screen

The Balance Adjustment screen allows users online access to J.P. Morgan EFS's system to process an adjustment.

|  |                                 |                              |
|--|---------------------------------|------------------------------|
| RCSADJ                                   | Wisconsin EBT Production System | 04/01/99                     |
|  | Balance Adjustment              | 13:06:27                     |
| Card #:                                  | _____                           | Card Sts: 00                 |
| Account Type: _                          |                                 | Account Sts: 00              |
| First Name                               | Mi Last Name                    |                              |
| Address:                                 |                                 |                              |
| SocSec #                                 | Tele #                          |                              |
| Last Transaction Information             |                                 |                              |
| Withdrawal:                              |                                 |                              |
| Deposits:                                |                                 |                              |
| Available Balance .00                    | Impact Code:                    | FCS Number:_____             |
| Adj To:                                  | Adj Type:                       | Adj Amount: Adj Reason:_____ |
| =====                                    |                                 |                              |
| F4-Read Exact F14-Update SF7-Card Search |                                 |                              |

*Figure 3.11.5, Balance Adjustment Screen*

#### **FUNCTION KEY ASSIGNMENT:**

|     |             |
|-----|-------------|
| F4  | Read exact  |
| F14 | Update      |
| SF7 | Card search |

### 24.03.07 Frequently Asked Questions

1. How do I navigate quickly through the EBT system?

*Begin most searches at the Balance Inquiry screen. From this screen you may quickly go to "Search" for a recipient number or check the Detail Journal to look at details of a transaction, or go to the Benefit Grant Inquiry screen to check benefit grant dates and amounts.*

2. Who do I call for assistance regarding an EBT system screen question?

*Contact the CARES Information & Problem Resolution Center at (608)-261-6317.*

3. CARES issued benefits yesterday, but they are not there yet. Why?

*First, look at the Balance Inquiry screen. Second, look at the Detail Journal Inquiry screen, which is accessed through the Balance Inquiry screen. Third, review the Pending Benefit screen and Pending Demographics screen. If you still do not have an answer, contact the DES CARES Information & Problem Resolution Center.*

4. I have a "security violation" on my terminal. How do I reset my password?

*Refer to the Password Reset section. When you are locked out of the EBT system due to a security violation it is because you have forgotten your password, your password has expired (unused for 30 days or more), or an incorrect password has been entered three consecutive times.*

*Note: consecutive attempts may occur on different days.*

*Contact the security Help Desk at (608)-261-6827. You must provide your first and last name, your business telephone number, your User ID, the name of the system and other identifying information.*

5. A client called to report that the QUEST card transaction was denied at the retailer store. Where can I look to find more information?

*Go to the Balance Inquiry screen with the client's PAN. Look at the card status to see if the card is active. Check the EDA status code to see if the account is dormant or card access is prohibited. Go to the Detail Journal to view the reason for denied transactions. Use the Code Reference Sheet in Appendix D to identify specific codes.*

*Refer to Appendix I for more questions and answers.*

## **24.04.00 QUEST Card Issuance and Card Activation/PIN Selection**

### **24.04.01 Card Issuance and Card Activation**

Standard card issuance and replacement cards will be completed through U.S. mail. J.P. Morgan EFS will produce cards for mail delivery each business day (Monday through Friday) according to the data in the daily demographic file received from CARES. CARES will transmit one standard daily demographic file each business (non-holiday) day.

Over-The-Counter (OTC) temporary vault card issuance will be reserved for emergency situations when a cardholder needs to have immediate access to food stamp benefits. The local office defines emergency situations. CARES will transmit three emergency demographic files each business day. These files contain sufficient cardholder information for assigning a unique PAN, setup of benefit access, and to request a new permanent card. The temporary vault card stock will be supplied by J.P. Morgan EFS to the Wisconsin State EBT Project Office. The Wisconsin State EBT Project Office will distribute the inventory to the local agencies. The state office personnel will monitor and manage the inventory. J.P. Morgan EFS will produce and transmit to CARES a daily Vault Card file of temporary vault card PANs set-up each day for inventory control purposes.

PIN issuance and replacement will be handled via a CAPS PIN selection/activation device and the ARU PIN selection/activation process.

### **24.04.02 CAPS PIN Selection/Activation**

The CAPS device in the local agency will be primarily used for recipients during the issuance of emergency vault cards. The recipient may use the CAPS device to activate a permanent, mailed card or change a PIN on an existing card at the local agency. **The vault card must be Pinned on the CAPS device.** This process will require the card issuance personnel to log-on to the CAPS device using a secure password that prevents unauthorized use of the equipment.

The card is swiped through the device, and the recipient will enter a unique PIN twice to confirm the PIN is selected properly. After the recipient selects a PIN, the device will dial the EBT host and confirm that PIN connection was successful. For a permanent card that has been mailed to the recipient and the PIN is selected in the local office, using the CAPS terminal, or for a PIN change on an already existing card using the CAPS terminal, the cardholder will have immediate access to his or her benefits.

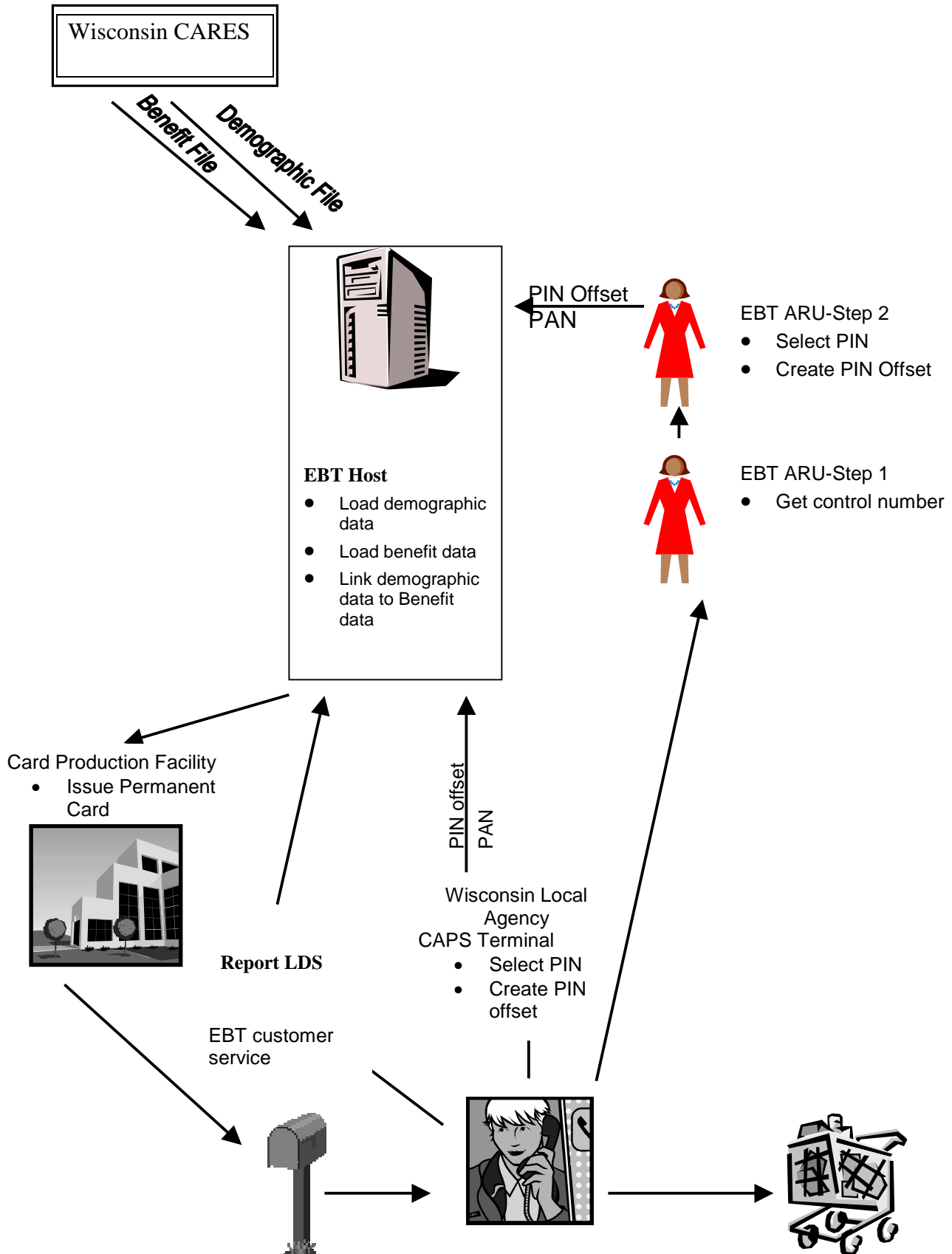
For an emergency issued vault card, it is typically within three hours that the cardholder will have access to his or her benefits, providing the demographic and benefit data has been received by J.P. Morgan EFS. When the recipient selects a new PIN for an existing card or for a replacement card (emergency replacement only, not standard replacement), the same secure methods of PIN selection will be employed.

The CAPS device provides standard Data Encryption Standard (DES) encryption to ensure data transmission security as well as safeguarding the PIN from being in the clear. The CAPS device automatically encrypts the PIN using DES standards at the point-of-entry into the CAPS device (i.e., while the recipient selects the PIN). The PIN is secured in the encryption device and is transmitted in an encrypted format to the EBT host where it remains encrypted and is linked to the recipient's EBT account. The card issuance personnel or J.P. Morgan EFS staff at either the PIN selection device or the EBT host cannot access the PIN. The encryption techniques also ensure that the PIN is secured during transmission to the EBT host.

#### **24.04.02.01 ARU PIN Selection/Card Activation Process**

The ARU PIN selection/card activation process will primarily be utilized for standard card issuance (permanent cards issued for new food stamp accounts) and for replacement cards ordered by CARES. This process will require the cardholder to dial 1-877-415-5165 to select a PIN. The automated system will prompt the recipient to enter demographic information and select a unique PIN. The recipient will be required to re-enter the PIN to ensure the PIN was selected properly. The ARU PIN selection process will allow PIN selection and card activation. The cardholder will have immediate access to his or her benefits, unless it has been issued on an emergency basis. In this case they will have access to their benefits in approximately three hours, providing the demographic and benefit data has been received by J.P. Morgan EFS.

The following page illustrates the entire card process graphically.



#### **24.04.02.02 Over-The-Counter (OTC) Procedures**

This process requires card issuance personnel to log-on to the CAPS terminal PIN selection device using a secure password that prevents unauthorized use of the equipment. The card is swiped through the device, and the recipient will enter a unique PIN twice to confirm the PIN is selected properly. After the recipient selects a PIN, the device will dial the EBT host and attach an encrypted PIN to the card record via the Primary Account Number (PAN). The PAN is the 16-digit embossed number on the front of the card and is encoded on the magnetic stripe and is used to link the recipient's case number to the encrypted PIN on the recipient's record, and to the benefit issuance record to create an active EBT account. The cardholder will have immediate access to his or her benefits, unless it has been issued on an emergency basis, in which case they will have access to their benefits in approximately two hours, providing the demographic and benefit data has been received by J.P. Morgan EFS. Refer to 24.02.12.03 for exact times.

When the NEW CARD transaction is selected, the terminal will display a prompt for your Authorized Agent (AA) number.

When swiping the recipient's Wisconsin QUEST card through the CAPS terminal, take notice of the illustration of a card in the upper left-hand corner of the terminal. Insert the card into the card slot with the embossed side facing away from you (the magnetic stripe down). Do not insert a bowed, warped, greasy, or dirty card.

The PIN must be four digits long. Have recipients choose a PIN that is easy to remember, but not easily guessed such as a name, license number, or birthday. Point out to recipients that they should not record the PIN in a place that someone else might see. Recipients are not required to show any identification when accessing their benefits. The PIN is used as an electronic signature. With the PIN and the card, anyone can access the benefits. Remind recipients **not** to tell anyone their PIN.

Recipients are fully responsible for their EBT account. If they choose to give their PIN number to a friend or relative and the benefits in their account are depleted, DHFS will not replace these benefits. Do not suggest a PIN to recipient. Suggest ways to select a PIN. The Wisconsin QUEST card requires security. The PIN is the key to **all** the benefits in the recipient's account.

Continue to stress that if recipients have any questions regarding EBT, they should call the customer service helpline via the ARU at 1-(877)-415-5164. Local agencies should assist individuals that are having difficulty using the QUEST card or understanding the procedures.

### **24.04.03 Install and Use CAPS Device**

In this section you will learn how to install and set up the CAPS terminal to perform recipient and AA transactions described in the following sections.

Here are some important things to keep in mind as you install the CAPS device:

- The cables can only be connected to their proper connector.
- There is no on/off switch on the CAPS terminal. It should be left plugged into a power source at all times.
- The CAPS terminal requires the use of a regular analog telephone line. Some smaller offices have used a “T” connector to “piggy back” their fax machine and the CAPS terminal.
- Save the packaging in case the CAPS terminal needs to be returned. If a problem occurs and the CAPS terminal needs to be returned, enclose a completed CAPS Return Form with the terminal.

#### **24.04.03.01 Physically Set Up the CAPS Terminal**

1. Remove the CAPS terminal from its packaging.
2. Plug the small, 15-pin connector on the connector cable into the bottom of the terminal by feeding the card through the opening in the back of the terminal, and snapping the connector into place.
3. Plug the large 25-pin connector on the connector cable into the modem, and tighten the screws.
4. Plug one end of the telephone cable into the modem, and the other end into the analog wall jack.
5. Plug the power cable into the 25-pin connector and into the wall socket.

#### **24.04.03.02 Use the COMM Control Menu To Set the Communication Protocol**

1. Press the 8 key.
2. Terminal displays: “COMM CONTROL MENU.”
3. Press the Enter key.
4. Terminal displays: “ENTER ACCESS CODE”.
5. Enter ACCESS CODE (the default is 7890).
6. Press the Enter key.
7. Terminal displays: “ENTER COMM TRANSACTION.”
8. Press the 1 key.
9. Terminal displays: “SELECT COMM PROTOCOL.”
10. Press the Enter key.
11. Terminal displays: “STD. PROTOCOL” (use this as the default protocol).
12. Press the Enter key.
13. Terminal displays: “ENTER COMM TRANSACTION.”
14. Press the Enter key.

#### **24.04.03.03 Use the COMM Control Menu To Set the Dialing Method**

1. Press the 8 key.
2. Terminal displays: “COMM CONTROL MENU.”
3. Press the Enter key.
4. Terminal displays: “ENTER ACCESS CODE”.
5. Enter ACCESS CODE (the default is 7890).
6. Press the Enter key.
7. Terminal displays: “ENTER COMM TRANSACTION.”

8. Press the 2 key.
9. Terminal displays: "SELECT DIALING METHOD."
10. Press the Enter key.
11. Terminal displays: "TOUCH-TONE DIALING" (use this as the default dialing method).
12. Press the Enter key.
13. Terminal displays: "ENTER COMM TRANSACTION."
14. Press the Enter key.

#### **24.04.03.04 Use the COMM Control Menu To Set the Baud Rate**

1. Press the 8 key.
2. Terminal displays: "COMM CONTROL MENU."
3. Press the Enter key.
4. Terminal displays: "ENTER ACCESS CODE".
5. Enter ACCESS CODE (the default is 7890).
6. Press the Enter key.
7. Terminal displays: "ENTER COMM TRANSACTION."
8. Press the 3 key.
9. Terminal displays: "SELECT BAUD RATE."
10. Press the Enter key.
11. Terminal displays: "BAUD RATE: 300" (need to change the baud rate to 1200).
12. Press the 3 key until 1200 is displayed on the terminal (you might need to try each one to see which has the best results).
13. Press the Enter key.
14. Terminal displays: "ENTER COMM TRANSACTION."
15. Press the Enter key.

#### **24.04.03.05 Use the COMM Control Menu To Check or Enter the Telephone Number**

The NO CARRIER error message may mean that the phone number has not been programmed correctly. You may need to add an access number such as 8 or 9 or one or more pauses (Press F1) to replicate what your phone system does to call an outside line. If the phone line has voice mail, current messages may cause a NO CARRIER message and will need to be deleted. Voice mail should be taken off of that line.

##### **To verify the phone number that is programmed:**

1. Press the 7 key.
2. Terminal displays "Enter Info Transaction".
3. Do nothing while the TSN and then the phone number displays.
4. Press "CLEAR" to reset CAPS

##### **To Enter or Change the dial-out number:**

1. Press the 8 key.
2. Terminal displays: "COMM CONTROL MENU."
3. Press the Enter key.
4. Terminal displays: "ENTER ACCESS CODE".
5. Enter ACCESS CODE (the default is 7890).
6. Press the Enter key.
7. Terminal displays: "ENTER COMM TRANSACTION."
8. Press the 4 key.
9. Terminal displays: "CHANGE PHONE NUMBER."



10. Press the Enter key.
11. Terminal displays: "ENTER PHONE NUMBER."
12. Enter TELEPHONE NUMBER: 1 (800) 501-0594.  
(Note: If you have to dial an access number first, this needs to be entered as part of the telephone number (e.g., 9 1 800 501 0594).
13. Press the Enter key.
14. Terminal displays: "ENTER COMM TRANSACTION."
15. Press the Enter key.

#### **24.04.03.06 Card Activation/Initial PIN selection**

This section describes how to use the CAPS terminal to PIN a temporary emergency card.

1. Terminal displays: "ENTER TRANSACTION."
2. Press the 1 key; press the Enter key.
3. Terminal displays: "ISSUE NEW CARD NO ENCODE."
4. Press the Enter key.
5. Terminal displays: "ENTER AA NUMBER."
6. Enter your AA number; press the Enter key.
7. Terminal displays: "ENTER AA PASSWORD."
8. Enter AA password; press the Enter key.
9. Terminal displays: "SWIPE CLIENT CARD."
10. Swipe Wisconsin QUEST card.
11. Terminal displays: "ENTER YOUR NEW PIN."
12. Have recipient enter their new PIN (must be four digits); press the Enter key.
13. Terminal displays: "PLEASE REPEAT YOUR NEW PIN."
14. Have recipient re-enter their new PIN for verification; press the Enter key.
15. Terminal displays: "PLEASE WAIT" (CAPS terminal is communicating with modem).
16. Terminal displays: "DIALING" (dialing to connect with SCC).
17. Terminal displays: "PROCESSING" (connected with SCC, transmitting, receiving information).
18. Terminal displays: "TRANSACTION COMPLETE."

#### **24.04.03.07 PIN Change**

This section describes how to use the CAPS terminal to allow the cardholder to change his/her PIN.

When the PIN CHANGE transaction is selected, the terminal will display prompts for the AA to follow.

1. Terminal displays: "ENTER TRANSACTION."
2. Press the 3 key; press the Enter key.
3. Terminal displays: "PIN CHANGE WITHOUT ENCODING".
4. Press the Enter key.
5. Terminal displays: "ENTER AA NUMBER."
6. Enter your AA number; press the Enter key.
7. Terminal displays: "ENTER AUTHORIZED PASSWORD."
8. Enter your AA password; press the Enter key.

9. Terminal displays: "INSERT CLIENT CARD."
10. Swipe the Wisconsin QUEST card.
11. Terminal displays: "ENTER YOUR NEW PIN."
12. Have recipient enter a new PIN; press the Enter key.
13. Terminal displays: "PLEASE REPEAT YOUR NEW PIN."
14. Have recipient re-enter their new PIN for verification; press the Enter key.
15. Terminal displays: "PLEASE WAIT" (CAPS terminal is communicating with modem).
16. Terminal displays: "DIALING" (dialing to connect with SCC).
17. Terminal displays: "PROCESSING" (connected with SCC, transmitting, receiving information).
18. Terminal displays: "TRANSACTION COMPLETE."

#### **24.04.03.08 Most Common Error Messages**

##### **Authorized Agent (AA) Code Error or Authorized Agent (AA) Chg Code 1<sup>st</sup>**

If an Authorized Agent (AA) Code Error or Authorized Agent (AA) Chg Code 1<sup>st</sup> error message occurs, change the AA password using the procedures found in the *Change Authorized Agent (AA) Password* section.

##### **Authorized Agent (AA) Blocked**

If an Authorized Agent (AA) Blocked error message occurs, call the J.P. Morgan EFS Customer Service via the ARU—1 (877) 415-5164.

#### **24.04.04 CAPS Terminal Technical Support**

Refer to the CAPS Troubleshooting Guide in Appendix G for error messages and resolutions. Any questions regarding the use, maintenance, troubleshooting, or replacement of the CAPS terminal should be directed to the J.P. Morgan EFS Customer Service at 1 (877) 415-5164. Refer to 24.02.17.01, Speedier Access for Local Agency Staff, for instructions to reach a customer service representative regarding CAPS issues.

#### **24.04.05 Returning A Damaged CAPS Terminal**

If the customer service representative cannot remedy the problem, the caller will be forwarded (as part of the same call) to the J.P. Morgan EFS unit in Tampa to troubleshoot the problem. When troubleshooting reveals a new CAPS is required, the person at Tampa will take responsibility for sending a new CAPS for overnight delivery, if the determination for replacement occurs before 4:00PM Eastern time. If the determination occurs after 4:00PM Eastern time, then the CAPS will be sent out overnight delivery the next business day.

The caller with the bad CAPS will be asked for their UPS mailing address and their email address. The new CAPS box will contain an UPS label to return the old CAPS with. The local agency must return the defective item (using the enclosed UPS label) within 2 business days.

#### **24.04.06 CAPS Security**

A unique User ID and password is assigned to an Authorized Agent (AA) by J.P. Morgan EFS prior to access into the CAPS terminal. Complete the CAPS User ID Request Form (DWSW 11701-E) to request this security access.

Each AA selected by the local agency will receive their own User ID (also known as an AA number) and an initial password, which will be assigned to each of them by J.P. Morgan EFS.

#### **24.04.07 Change Authorized Agent (AA) Password**

AAs must change their password before performing their very first transaction; however, the AA number (User ID number) will always remain the same.

AAs' passwords must be a four-digit code and must be changed every 30 days. AAs' will receive an error message on the CAPS terminal display stating an AA password change.

Follow the prompts listed below to use the CAPS terminal to change your AA password.

1. Press the 5 key.
2. Terminal displays: "AA PASSWORD CHANGE."
3. Press the Enter key.
4. Terminal displays: "ENTER AA NUMBER" (User ID number).
5. Enter your AA number.
6. Press the Enter key.
7. Terminal displays: "ENTER YOUR CURRENT PASSWORD."
8. Enter your current AA password.
9. Press the Enter key.
10. Terminal displays: "ENTER YOUR NEW PASSWORD."
11. Enter your new AA password.
12. Press the Enter key.
13. Terminal displays: "ENTER YOUR NEW PASSWORD AGAIN."
14. Enter your new AA password again.
15. Terminal displays: "PLEASE WAIT" (CAPS terminal is communicating with the modem).
16. Terminal displays: "DIALING" (dialing to connect with SCC).
17. Terminal displays: "PROCESSING" (connected with SCC, transmitting, receiving information).
18. Terminal displays: "AA PASSWORD CHANGED" (transaction completed).

##### **24.04.07.01 Authorized Agent (AA) Password Reset**

If an AA inputs the incorrect password three consecutive times, their AA number will be "locked". The AA will need to call Customer Service to have their password reset.

1. Call J.P. Morgan EFS's Customer Service via the ARU—1 (877) 415-5164. Refer to 24.02.17.01, Speedier Access for Local Agency Staff for instructions to reach a customer service representative regarding a CAPS password reset.
2. Tell the Customer Service Representative (CSR) that your AA password for the CAPS terminal needs to be reset.
3. Tell the CSR your AA number, name, and agency you work for, and telephone number.
4. The CSR will route your request appropriately, and someone will call you back with your new password.

#### **24.04.08 Vault-Stock Wisconsin QUEST Cards**

J.P. Morgan EFS is responsible for initial and ongoing card production, including card replacement and supplying temporary vault card stock to the Wisconsin State EBT Team Office for ongoing card issuance and card replacement.

Vault-stock Wisconsin QUEST cards will be shipped from J.P. Morgan EFS to the Wisconsin State EBT Team Office.

##### **24.04.08.01 Wisconsin QUEST Vault Card Usage**

Vault-stock Wisconsin QUEST cards are used by AAs to issue emergency temporary cards to: 1) new recipients who meet expedited requirements and 2) recipients who need an emergency card replacement for a damaged, lost or stolen card. The local agency defines emergency situations.

Vault-stock Wisconsin QUEST cards are pre-embossed with only a temporary card number; as these cards are pre-made, they will not be embossed with recipient's names. The cards are distributed from the Wisconsin State EBT Unit in numerical order, from the lowest card number to the highest. Each card number is 16 digits long.

Recipients must choose their own PIN for their temporary Wisconsin QUEST card by using the CAPS terminal in the local office.

When a vault card is issued, a permanent QUEST card is requested the same day. The J.P. Morgan EFS card production facility will produce and mail a permanent card to the recipient's benefit address. The recipient will then have to contact recipient customer service to select a PIN for their new permanent card. (This may be the same PIN as the one selected for the temporary card.) The new permanent card will not work until activated by calling recipient customer service.

Temporary cards are valid for either 30 days or until the permanent card is activated, whichever comes first.

##### **24.04.08.02 Vault Card Inventory Procedure and Security**

Contact Tim Burnett from DHFS to obtain additional vault cards. His mailing address is DHFS, Division of Health Care Financing, 1 West Wilson, room 350, P.O. Box 309, Madison, WI 53701-0309. Email: [burnetf@dhfs.state.wi.us](mailto:burnetf@dhfs.state.wi.us) or fax (608) 267-2269.

Order a 3-month supply of cards in advance and allow 2 weeks for delivery.

Provide an individual's name and street address (not P.O. Box) for card delivery. You must send a copy of the Emergency Vault EBT Card Log indicating the cards issued and remaining in inventory to Tim Burnett before you will receive a new supply of cards.

Upon delivery of the cards, the cards must be counted and secured at a central location in a secure container. You will receive a card log for the new supply of cards. When all of the cards have been issued on that log, mail the card log to Tim Burnett. The cards should be accessible only to authorized card issuance personnel.

The local office is responsible for updating card inventory information whenever a card is removed from the central location and issued to a recipient. Enter "I" for initial card or "R" for replacement card. Card inventory information should also be updated when a non-working card is destroyed.

#### **24.04.08.03 QUEST Card Inventory for Card Issuers (Daily QUEST Card Preparation)**

To be prepared for the day, the Local Agency Administrator ensures that the inventory control clerk issues a working supply of Wisconsin QUEST cards to the issuance clerk for issuing emergency temporary cards to new recipients or to replace lost, damaged, or stolen cards. Other local agency employees and recipients should not have access to the bulk Wisconsin QUEST card inventory or the working supply in the issuance area.

The inventory control clerk takes a daily supply of vault-stock Wisconsin QUEST cards from the bulk supply and records the beginning and ending card numbers on a Wisconsin QUEST Card Inventory Control Form. Each agency should create a form that includes the following information. The inventory clerk will enter the:

- Date
- Beginning card number
- Sequential ending number
- Number of cards received
- Signature of person receiving the cards

At the end of the day, each issuance clerk will return any unused cards to the inventory control clerk and complete the Wisconsin QUEST Card Inventory Control Form.

NOTE: The first six digits of the card number can be pre-entered on the log since they will always be the same.

#### **24.04.08.04 Issuance Log for Vault-Stock Wisconsin QUEST Cards**

The Wisconsin QUEST Card Inventory Control Form has several purposes. It is used to:

- Audit vault-stock Wisconsin QUEST cards
- Record the numbers from the vault-stock Wisconsin QUEST cards to help ensure that none of the cards are missing from stock
- Verify the recipient name and CARES case number

To complete the Wisconsin QUEST Card Inventory Control Form, the issuance clerk:

1. verifies the cardholder's identity and CARES case number to ensure he/she is the correct person to be issued the card.
2. Enters the complete 16-digit number of the Wisconsin QUEST card being issued in the "Card #" column.
3. Enters the "Date" the card is being issued.
4. Enters the complete name in "Recipient Name."
5. Enters the "CARES case number."
6. Enters his/her initials in "Card Issuer Initials."

## **24.05.00 EBT APPENDICES**

### **Appendix A – Acronyms**

A number of acronyms have been used throughout this document. The acronyms and their meanings are:

|                        |   |
|------------------------|---|
| <i>AA</i>              | Authorized Agent                            |
| <i>AB</i>              | Authorized Buyer                            |
| <i>ACH</i>             | Automated Clearinghouse                     |
| <i>AG</i>              | Assistance Group                            |
| <i>AP</i>              | Alternate Payee                             |
| <i>ARU</i>             | Automated Response Unit                     |
| <i>CAPS</i>            | Card Activation and PIN Selection Terminal  |
| <i>J.P. Morgan EFS</i> | J.P. Morgan Electronic Financial Services.  |
| <i>CSR</i>             | Customer Service Representative             |
| <i>DES</i>             | Data Encryption Standard                    |
| <i>DHFS</i>            | Department of Health and Family Services    |
| <i>DWD</i>             | Department of Workforce Development         |
| <i>EBT</i>             | Electronic Benefits Transfer                |
| <i>EDA</i>             | Electronic Deposit Account                  |
| <i>EOD</i>             | End Of Day                                  |
| <i>FNS</i>             | Food and Nutrition Services                 |
| <i>FS</i>              | Food Stamp                                  |
| <i>OTC</i>             | Over The Counter                            |
| <i>PAN</i>             | Primary Account Number                      |
| <i>PIN</i>             | Personal Identification Number              |
| <i>POS</i>             | Point Of Sale                               |
| <i>PP</i>              | Primary Person                              |
| <i>SCC</i>             | Security Control Center (Morgan EFS system) |
| <i>USDA</i>            | U.S. Department of Agriculture              |

## **Appendix B - Contact Information**

### *Client helpline*

#### **J.P. Morgan EFS Customer Service**

Telephone: 1 (877) 415-5164    **TTY** 1-800-947-3529

24 hours a day, 365 days a year

### *Retailer Helplines*

- **Retailer Customer Service**  
**(for manual sales draft authorization)**  
Telephone: 1 (877) 415-5166  
24 hours a day, 365 days a year
- **J.P. Morgan EFS Field Services Support Office**  
**(for general program information)**  
Telephone: 1 (800) 350-8533  
8:00 a.m.–5:00 p.m., EST, Monday–Friday
- **Retailer Help Desk**  
(for equipment and payment issues for retailers with EBT-only equipment)  
Telephone: 1 (800) 230-0179  
24 hours per day, 365 days a year
- **Retailer contact for certification to accept food stamp benefits**  
Call 1-877-823-4369 to request the FNS certification packet

## **Local Agency Contact for EBT Policy and Procedures**

CARES Information & Problem Resolution Center

## Appendix C - Wisconsin QUEST Card Mailer (English Version)

# Enclosed...

**..is your Wisconsin QUEST card – a safe, convenient way to obtain your food stamp benefits!**

**If this is your first Wisconsin QUEST card**, you will need to call Customer Service to select a four-number Personal Identification Number (PIN). Remember to keep your PIN a secret. The number to call is **1-877-415-5164**. [TTY (Telecommunications Relay Service for Hearing Impaired): 1-800-947-3529.]

**If you are receiving this card because you have requested a replacement card**, you do not need to select a new PIN. Your existing PIN will work with this card.



***Do not write your secret PIN number on your card or on this card carrier.***

# Remember:

- Sign your card immediately.
- Never tell anyone your secret code (PIN).
- Do not write your PIN number on the card or on the card carrier.
- Keep your card in a safe place.
- Please check your balance before using your card for the first time.
- If you have any questions about your card, call Customer Service at 1-877-415-5164. [TTY (Telecommunications Relay Service for Hearing Impaired): 1-800-947-3529.]
- If you have questions about your eligibility for benefits, contact your worker.

Department of Health and Family Services is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, contact (608) 266-3465 or (608) 266-2555 TTY. All translation services are free of charge. For civil rights questions call (608) 266-3465 or (608) 266-2555 TTY.



State of Wisconsin  
Department of Health and Family Services



**Wisconsin QUEST Card Mailer (Spanish Version)**

# Le enviamos...

**...Su tarjeta Wisconsin QUEST. ¡Una manera segura, conveniente, de obtener sus beneficios de cupones de comida!**

**Si ésta es su primera tarjeta Wisconsin QUEST,** debe de llamar a Servicio al Cliente para escoger un Número de Identificación Personal (PIN). Recuerde que debe conservar su PIN en secreto. Llame al número **1-877-415-5164**. [TTY (Servicio de telecomunicaciones para personas con incapacidades para oír): 1-800-947-3529].

**Si recibe esta tarjeta porque ha solicitado una tarjeta de reemplazo,** no tiene que escoger un PIN nuevo. Su PIN existente sirve con esta tarjeta.



**No escriba su número secreto PIN en su tarjeta o en esta funda para la tarjeta.**

# Recuerde:

- Firme su tarjeta inmediatamente.
- Nunca diga a nadie su código secreto (PIN).
- No escriba su número PIN en la tarjeta ni en la funda de la tarjeta.
- Guarde su tarjeta en lugar seguro.

El Department of Health and Family Services es un proveedor de servicios y empleador que adhiere a las prácticas de oportunidades igualitarias en el lugar de trabajo. Si usted tiene alguna incapacidad y necesita acceder a esta información en un formato alternativo o en otro idioma, llame al (608) 266-3465 o al (608) 266-2555 (TTY). Los servicios de traducción son gratuitos. Si tiene preguntas acerca de derechos civiles, llame al (608) 266-3465 o al (608) 266-2555 TTY.

- Compruebe su balance antes de usar la tarjeta por primera vez.
- Si tiene alguna duda respecto a su tarjeta, llame a Servicio al Cliente al número 1-877-415-5164 [TTY (Servicio de telecomunicaciones para personas con incapacidades para oír): 1-800-947-3529]
- Si tiene dudas acerca de sus derechos a los beneficios, póngase en contacto con su trabajador.



State of Wisconsin  
Department of Health and Family Services

Food Stamp Handbook  
Appendix Ch. 24 EBT

**Appendix D - EBT Code Reference Sheet**

| TRANSACTION TYPE CODES                          |   |   | POS TERMINAL ERROR CODES          |  |
|---|---|---|-----------------------------------|--|
| Reflects The Type Of Transaction Requested      |   |   | Appears On Detail Journal Inquiry |  |
| 0,0   | Food Stamp Balance Inquiry              |   | 04                                | Invalid FNS Number                       |
| 1,0   | POS Purchase Debit                      |   | 05                                | General Denial                           |
| 2,0   | POS Credit                              |   | 07                                | Inactive Terminal                        |
| 2,1   | Credit Adjustment                       |   | 12                                | Invalid Transaction Code                 |
| 2,2   | Manual Authorization—Hold Expiration    |   | 14                                | Invalid Account                          |
| 2,4   | Deposit (Benefit Issuance Transmission) |   | 17                                | Maximum Amount Exceeded                  |
| 2,6   | Emergency Benefit                       |   | 31                                | Unknown Card Bank                        |
| 3,0   | Credit Void                             |   | 41                                | Hot Card                                 |
| 3,1   | Debit Adjustment                        |   | 50                                | Pre-authorization Transaction Denial     |
| 3,2   | Debit Benefit Update                    |   | 51                                | Insufficient Funds                       |
| 3,5   | Coupon Conversion (withdrawal)          |   | 52                                | Account Not On File                      |
| 3,7   | Expungement                             |   | 54                                | Expired Card                             |
| 5,0   | Manual Authorization—Hold               |   | 55                                | Invalid PIN                              |
| 5,1   | Manual Authorization—Debit              |   | 56                                | Card Not On File                         |
| 5,2   | Repayment                               |   | 57                                | Transaction Not Permitted for Cardholder |
| 7,0   | Voucher Clear                           |   | 62                                | Inactive Card                            |
| 8,0   | Voucher Clear—Purchase Return           |   | 63                                | Closed Card                              |
| *   | Debit, void (initial record is marked)  |   | 64                                | Card Status Inactive                     |
| CARD STATUS CODES (CARD STS)                    |   |   | 75                                | PIN Tries Exceeded                       |
| 00  | Not Activated                           |   | 76                                | PIN Key Synchronization Error            |
| 01  | Active Card                             |   | 77                                | Maximum PIN Tries Exceeded               |
| 02  | Reported Lost                           | 54 - Expired vault card                 | 79                                | Duplicate Reversal                       |
| 03  | Reported Damaged                        |   | 80                                | Manual Authorization Expired             |
| 04  | Reported Stolen                         |   | 81                                | No Manual Authorization Record           |
| 09  | System Status                           |   | 82                                | Amount Exceeds Hold                      |
| 11  | Card Returned As Undeliverable          |   | 91                                | Unable to Process Transaction            |
| 19  | Screen Replacement Card                 |   | 92                                | Unable to Process Transaction            |
| 98  | Dummy Card                              |   | 93                                | Unable to Process Transaction            |
| APPROVAL CODES—AFS                              |   |   | 94                                | Unable to Process Transaction            |
| Reflects The Processing Status of a Transaction |   |   | 95                                | Unable to Process Transaction            |
| A   | Approved or Denied:                     |   | CLIENT SEARCH CODES               |  |
|   | Y                                       | Transaction Approved                    | 01                                | Internal Benefit Account Number (EDA)    |
|   | N##                                     | Transaction Denied with POS Code        | 02                                | Client Social Security Number            |
|   | R                                       | Transaction Reversed                    | 03                                | Client Card Number (PAN)                 |
|   | U                                       | Unmatched Reversal                      | 04                                | CARES Case Number                        |
|   | *                                       | Completed Amnt Less Than Requested Amnt | 05                                | Last Name, First Name                    |
| F   | Fee:                                    |   | PENDING FILES SEARCH CODES        |  |
|   | Y                                       | Fee Charged to Account                  | 06                                | CARES Case Number                        |
|   | N                                       | No Fee Transaction                      | 07                                | Last Name, First Name                    |
| S   | Surcharge:                              |   | 08                                | Card Number                              |
|   | Y                                       | Surcharge to Account                    | COUPON CONVERSION REASON CODES    |  |
|   | N                                       | No Surcharge                            | 01                                | Moving Out Of Project Area               |
| EDA STATUS CODES                                |   |   | 02                                | Moving Out Of State                      |
| 01,0  | Account Active, Card Access Inactive    |   | BENEFIT ACCOUNT STATUS CODES      |  |
| 01,1  | Account Active, Card Access Active      |   | 01                                | Active                                   |
| 01,2  | Account Active, Card Access Prohibited  |   | 02                                | Inactive/Dormant                         |
| 02,1  | Account Dormant, Card Access Active     |   | PROGRAM CODES (ACCT TYPE)         |  |
| 02,2  | Account Dormant, Card Access Prohibited |   | 01                                | Food Stamps                              |
| PRIMARY/ALTERNATE INDICATOR                     |   |   | CARD ACCESS CODES                 |  |
| 01  | Primary Person                          |   | 1                                 | Food Stamps                              |
| 02  | Alternate Payee                         |   |                                   |  |
| 03  | Authorized Buvor                        |   |                                   |  |

## **Appendix E – CARES/J.P. Morgan EFS Processing Steps**

### ***Expedited Emergency Vault Card Issuance***

1. Verify that the cardholder does not have a current card on the J.P. Morgan EFS system.
2. Worker enters “X” issuance method and “EE” issuance method reason on AGBI and confirms case. (note: ACPS must be completed). Verify on BIFC that the benefit is an expedited issuance.
3. Take a vault card from the inventory and enter PAN on BIPN for the primary cardholder on the same day that the case is confirmed. (The worker who confirms the case cannot enter information on BIPN.)
4. Assist the customer in selecting a PIN on the CAPS device. Verify that the CAPS device displays “Transaction Complete” message.
5. Tell the client when the benefits will be available (2pm or 5pm the same day or 2am the next day).
6. Provide additional EBT training if needed.

### ***Emergency Vault Card Replacement***

1. Verify the status of the card on the J.P. Morgan EFS system.
2. Take a vault card from the inventory.
3. Assist the customer in selecting a PIN for the vault card on the CAPS device. Verify that the CAPS device displays “Transaction Complete” message.
4. Enter the vault card PAN on the J.P. Morgan EFS Card Replacement screen. Verify that the PAN entered exactly matches the PAN on the vault card and update the screen.
5. If the card was not statused by J.P. Morgan EFS customer service, tell the client that a permanent replacement card has been mailed and to select a PIN when the card is received, **or** if the card was statused by J.P. Morgan EFS customer service, tell the cardholder that two permanent replacement cards have been mailed. The first card has been statused and will be unusable. The second card will be usable when the cardholder selects a PIN by calling customer service.

## Appendix F – CAPS Quick Reference Guide

This guide outlines the most common functions performed on the Card Activation and PIN selection (CAPS) Terminal for EBT. Authorized Agent (AA) number and password are required to perform these functions.

### Recipient Functions

| PIN New Card                    |   | PIN Changes                     |   |
|---------------------------------|---|---------------------------------|---|
| Terminal Display                | Action  | Terminal Display                | Action  |
| ENTER TRANSACTION               | Press <b>Key 1</b> ; Press <b>Enter</b> .                       | ENTER TRANSACTION               | Press <b>Key 3</b> ; Press <b>Enter</b> .                       |
| ISSUE NEW CARD NO ENCODE        | Press <b>Enter</b> .  | PIN CHANGE WITHOUT ENCODING     | Press <b>Enter</b> .  |
| ENTER AUTHORIZED AGENT NUMEBR   | Enter your AA number; press <b>Enter</b> .                      | ENTER AUTHORIZED AGENT NUMBER   | Enter your AA number; press <b>Enter</b> .                      |
| ENTER AUTHORIZED AGENT PASSWORD | Enter your own password, press <b>Enter</b> .                   | ENTER AUTHORIZED AGENT PASSWORD | Enter your own password, press <b>Enter</b> .                   |
| SWIPE CARD                      | Swipe EBT card through slot. Note placement of black stripe.    | SWIPE CARD                      | Swipe EBT card through slot. Note placement of black stripe.    |
| ENTER YOUR NEW PIN              | Have recipient enter their 4-digit PIN; press <b>Enter</b> .    | ENTER YOUR PIN                  | Have recipient enter their 4-digit PIN; press <b>Enter</b> .    |
| PLEASE REPEAT YOUR NEW PIN      | Recipient enters PIN again; press <b>Enter</b> .                | PLEASE REPEAT YOUR NEW PIN      | Recipient enters PIN again; press <b>Enter</b> .                |
| PLEASE WAIT DIALING PROCESSING  | Flashing message; press <b>Clear</b> to begin next transaction. | PLEASE WAIT DIALING PROCESSING  | Flashing message; press <b>Clear</b> to begin next transaction. |
| TXN COMPLETE                    |   | TXN COMPLETE                    |   |

Food Stamp Handbook  
Appendix Ch. 24 EBT

Appendix F

| Change AA Password                               |  | Most Common Error messages                             |   |
|--|--|--|---|
| Terminal Display                                 | Action                                       | Terminal Display                                       | Action  |
| ENTER TRANSACTION                                | Press <b>Key 5</b> ; Press <b>Enter</b> .    | AA CODE ERROR<br><br>OR<br>AA CHG CODE 1 <sup>ST</sup> | Change agent password. Use the procedures under "Change AA Password". |
| ENTER AUTHORIZED AGENT NUMEBR                    | Enter your AA number; press <b>Enter</b> .   | AA BLOCKED   | Call J.P. Morgan EFS Customer Service.                                |
| ENTER YOUR CURRENT PASSWORD                      | Enter current password, press <b>Enter</b> . | ERROR OCCURRED<br><br>RECONTACTING SCC                 | No action necessary, CAPS machine will reset and redial.              |
| ENTER YOUR NEW PASSWORD                          | Enter new password, press <b>Enter</b> .     |  |   |
| ENTER YOUR NEW PASSWORD AGAIN                    | Re-enter new password, press <b>Enter</b> .  |  |   |
| PLEASE WAIT DIALING PROCESSING AA PASSWD CHANGED | Press <b>Clear</b> .                         |  |   |

**Note: Password expires every 30 days.**

| Important Notes  |
|--|
| 1. Call toll free J.P. Morgan EFS Customer Service number, (877) 415-5164, if you experience recurring problems with CAPS device.  |
| 2. Do not share your code and password with anyone. Please change your password if it has expired or call the J.P. Morgan EFS Customer Service number, (877) 415-5164, if the code is blocked. |
| 3. Press the CLEAR key two (2) times to restart any activity from the beginning.   |

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## Appendix G - CAPS Trouble-Shooting Guide

| TROUBLE-SHOOTING GUIDE           |   |   |
|----------------------------------|---|---|
| <i>Message</i>                   | <i>Explanation</i>  | <i>Solution</i>   |
| BCC ERROR                        | The terminal received a garbled message from the SCC.   | The terminal automatically re-contacts the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.  |
| CANNOT CONTACT SCC               | The terminal has exceeded its retries and could not contact the SCC. The transaction will be aborted. | Each retry should explain why the connection attempt failed. If problem persists, contact J.P. Morgan EFS Customer Service.   |
| CARD READ FAILED<br>ASK FOR HELP | The card could not be read. This message is for automatic AA use.                                     | Swipe the card again. If the problem persists, contact J.P. Morgan EFS Customer Service.  |
| CARD READ FAILED                 | The card could not be read.   | Try cleaning the magnetic card heads. If the problem persists, contact J.P. Morgan EFS Customer Service.  |
| CARD WRITE FAIL<br>ASK FOR HELP  | The card could not be written to. This message is for automatic AA use.                               | Contact J.P. Morgan EFS Customer Service.   |
| CARD WRITE FAIL                  | The card could not be written to.   | Try cleaning the magnetic card heads. If the problem persists, contact J.P. Morgan EFS Customer Service.  |
| CHECK MODEM<br>HANG-UP ERROR     | The modem could not be “hung up”.   | Check the modem cable connections.  |
| CHECK MODEM<br>RESET ERROR       | The modem could not be reset.   | Check the modem cable. Reset connections.   |
| COMM INIT FAILED:<br>(N)         | User Protocol reported an error.  | Contact J.P. Morgan EFS Customer Service.   |
| COMPL MSG FAIL<br>ERROR (N)      | The terminal was not able to send a completion message to the SCC.                                    | This will usually result in the transaction being aborted. Contact J.P. Morgan EFS Customer Service for additional error information. Give J.P. Morgan EFS Customer Service the error code. |
| CONNECT FAILED:<br>(N)           | User Protocol reported an error.  | Contact J.P. Morgan EFS Customer Service.   |
| CONNECT FAILED                   | The SCC did not respond to the terminal.  | The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.  |

| <b>TROUBLE-SHOOTING GUIDE</b>      |  |  |
|------------------------------------|--|--|
| <i>Message</i>                     | <i>Explanation</i>   | <i>Solution</i>  |
| DISCONNECT FAILED: (N)             | User Protocol reported an error.   | Contact J.P. Morgan EFS Customer Service.  |
| ERROR OCCURRED RECONTACTING SCC    | The terminal is in the process of re-contacting the SCC.   | No action required.  |
| ERROR, CHECK THE TERMINAL CABLES   | The terminal detected the lack of the RS-232C CTS signal. This usually means that the cables are not plugged in. | Insure that all terminal cables are tightly connected. If the problem persists, contact Morgan EFS Customer Service.   |
| HOST REQUESTED COMM RETRY (N):     | The SCC requested the terminal to “hang-up” and retry the connection.  | The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service for additional error information. Give the error number. |
| ILLEGAL PAN ENTRY                  | An invalid PAN was entered.  | Enter a correct PAN.   |
| INVALID ACCESS CODE                | An invalid access code was entered.  | Retry the transaction, and enter the correct access code.  |
| INVALID CARD DATA                  | The SCC was not programmed to process this card.   | Retry the transaction with a correct card.   |
| INVALID FUNCTION KEY               | An invalid function key was pressed during data entry.   | Enter the correct information.   |
| INVALID TRANSACTION                | The terminal tried to run an invalid transaction.  | Contact J.P. Morgan EFS Customer Service.  |
| INVALID AUTH AGENT NUMBER          | The AA number was incorrect.   | Enter the correct AA number.   |
| INVALID AUTH AGENT PASSWORD        | The AA password was an incorrect length.   | Enter the correct AA password.   |
| INVALID DATA TRY AGAIN             | A data entry error was made.   | Enter the correct information.   |
| INVALID MESSAGE RECEIVED           | The terminal received an invalid message from the SCC.   | The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.   |
| LINE BUSY                          | The SCC telephone is busy.   | The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.   |
| MUST BE (X) TO (Y) PLEASE RE-ENTER | The PIN must be from (X) to (Y) digits long.   | Enter a PIN of correct length.   |

Food Stamp Handbook  
Appendix Ch. 24 EBT

| <b>TROUBLE-SHOOTING GUIDE</b>      |   |  |
|------------------------------------|---|--|
| <i>Message</i>                     | <i>Explanation</i>  | <i>Solution</i>  |
| MUST BE (Y) DIGITS PLEASE RE-ENTER | The PIN must be (Y) digits long.                                  | Enter a PIN of correct length.   |
| NO ANSWER                          | The SCC did not answer the telephone.                             | Check the SCC telephone number. The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service. |
| NO CARRIER                         | A modem did not answer the telephone line.                        | Check the SCC telephone number.  |
| NO CONNECTION RETRYING             | The terminal could not establish a connection with SCC.           | The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.                                 |
| NO DIAL TONE                       | The terminal cannot dial the SCC.                                 | Check to make sure the telephone line is connected to the terminal. Check that the telephone line is not in use. Check that the telephone line works.  |
| PASSWORD DOES NOT MATCH            | The two “new” passwords did not match each other.                 | Re-enter the “new” password.   |
| PIN DOES NOT MATCH                 | The two “new” PINs did not match each other.                      | Re-enter the “new” PIN.  |
| PIN IS TOO LONG                    | The entered PIN is too long.                                      | Enter a PIN of correct length.   |
| PIN IS TOO SHORT                   | The entered PIN is too short.                                     | Enter a PIN of correct length.   |
| PROCESS ERROR<br>(N) (N)           | The terminal detected a serious error.                            | Contact J.P. Morgan EFS Customer Service. Give the error number.   |
| PROFILE UPDATE ABORTED             | The transaction was canceled before the profile could be updated. | Retry the transaction.   |
| RECEIVE FAILED:<br>(N)             | User Protocol reported an error.                                  | Contact J.P. Morgan EFS Customer Service.  |
| RECEIVED MSG MAC ERROR             | The terminal is rejecting the SCC message for security reasons.   | Contact J.P. Morgan EFS Customer Service.  |
| SCC ABORTED TRANSACTION            | The SCC aborted the transaction.                                  | Retry the transaction.   |
| SCC DETECTED BCC ERROR             | The SCC received a garbled message from the terminal.             | The terminal will automatically re-contact the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.                                 |



Food Stamp Handbook  
Appendix Ch. 24 EBT

| <b>TROUBLE-SHOOTING GUIDE</b> |  |   |
|-------------------------------|--|---|
| <i>Message</i>                | <i>Explanation</i>   | <i>Solution</i>   |
| SCC DETECTED<br>MAC ERROR (N) | The SCC rejected the terminal's message for security reasons.  | Contact J.P. Morgan EFS Customer Service for additional error information. Give the error number (N).   |
| SEND FAILED: (N)              | User Protocol reported an error.   | Contact J.P. Morgan EFS Customer Service.   |
| TERMINAL INSTALL<br>ABORTED   | The transaction was aborted before the installation was complete.  | Retry the transaction. If the problem persists, contact J.P. Morgan EFS Customer Service.   |
| TERMINAL IS NOT<br>INSTALLED  | The terminal has not yet been installed.   | Perform TERMINAL INSTALL transaction. Contact J.P. Morgan EFS Customer Service to add the terminal.   |
| TOO LONG TRY<br>AGAIN         | Too much data was entered.   | Enter the correct information.  |
| TOO MANY TRIES<br>START AGAIN | The transaction has been aborted because of data entry errors.   | Retry the transaction.  |
| TOO SHORT TRY<br>AGAIN        | Not enough data was entered.   | Enter the correct information.  |
| <6>                           | Battery has failed.  | CAPS machine needs to be replaced. To prevent, keep CAPS plugged in and powered up.   |
| AA BLOCKED                    | The AA can no longer perform transactions due to three consecutive unsuccessful logon attempts.                              | Contact J.P. Morgan EFS Customer Service for a password reset.  |
| AA CHG CODE 1 <sup>ST</sup>   | The AA has attempted to activate a customer card while still operating with a temporary password, or a password has expired. | Perform the AA change password transaction.   |
| AA CODE ERROR                 | The AA USN password combination is not valid. Either the AA USN or password is incorrect.                                    | Try <i>one</i> more time. If the same error occurs, contact J.P. Morgan EFS Customer Service. The AA has forgotten the correct agent USN or password. |
| BCC ERROR IN SCC              | The SCC received an incorrect message from the terminal.   | The terminal will automatically redial the SCC. If the problem persists, contact J.P. Morgan EFS Customer Service.                                    |
| CANT CHANGE<br>PSWD           | An attempt was made to change the AA password when APTM-CAPS terminal was in auto AA mode.                                   | Select another transaction.   |

Food Stamp Handbook  
Appendix Ch. 24 EBT

| <b>TROUBLE-SHOOTING GUIDE</b> |   |  |
|-------------------------------|---|--|
| <i>Message</i>                | <i>Explanation</i>  | <i>Solution</i>  |
| ERROR IN SCC                  | A processing error has occurred at the SCC.   | Contact J.P. Morgan EFS Customer Service.  |
| FINDEF NOT FOUND              | The FIN entered during the install transaction is incorrect. The FIN is part of the Branch ID number. | Enter correct FIN. If problem persists, contact J.P. Morgan EFS Customer Service.  |
| HOST ERROR: 1                 | The host computer did not respond.  | Contact J.P. Morgan EFS Customer Service.  |
| HOST ERROR: 2                 | There was an error or timeout while communicating with the host.                                      | Contact J.P. Morgan EFS Customer Service.  |
| HOST ERROR: 3                 | The response received was incorrect.  | Contact J.P. Morgan EFS Customer Service.  |
| HOST ERROR: 4                 | The host has a problem returning a response.  | Contact J.P. Morgan EFS Customer Service.  |
| HOST USE ERROR                | The host computer was unable to process the transaction.  | Contact J.P. Morgan EFS Customer Service.  |
| INACTIVE AA                   | The AA number has been deleted from the system.   | Contact J.P. Morgan EFS Customer Service.  |
| INACTIVE TERM                 | The terminal you are using has been deleted from the system.  | Uninstall the terminal, then reinstall. Contact J.P. Morgan EFS Customer Service to add terminal.                            |
| INV BIN LENGTH                | The length of the BIN entered during the install transaction is incorrect.                            | Repeat the Install transaction and enter the correct BIN. If the problem persists, contact J.P. Morgan EFS Customer Service. |
| INV BIN USED                  | The BIN entered during the install transaction is incorrect.  | Repeat the Install transaction and enter the correct BIN. If problem persists, contact J.P. Morgan EFS Customer Service.     |
| INVALID CARD DATA             | The customer's card is not valid.   | Contact J.P. Morgan EFS Customer Service.  |
| INVALID NEW CODE              | The new AA password selected is the same as the old AA password.                                      | Choose a different new password.   |
| INVALID USER TYPE             | The wrong AA USN was entered.   | Repeat the transaction using correct information. If the problem persists, contact J.P. Morgan EFS Customer Service.         |
| MSG FILE ERROR                | A processing error has occurred at the SCC.   | Contact J.P. Morgan EFS Customer Service.  |
| OLD PIN ERROR                 | The customer's old PIN is incorrect.  | Repeat the transaction. Ask the customer to carefully enter the old PIN.   |

Food Stamp Handbook  
Appendix Ch. 24 EBT

| <b>TROUBLE-SHOOTING GUIDE</b>     |   |  |
|-----------------------------------|---|--|
| <i>Message</i>                    | <i>Explanation</i>  | <i>Solution</i>  |
| PICK UP CARD                      | The card was cancelled and is unusable.   | The card should be destroyed. Investigate why the card was cancelled.                      |
| PROFILE UPDATE ABORTED BY THE SCC | The SCC stopped the profile update.   | Contact J.P. Morgan EFS Customer Service.  |
| PRF UPDT FAILED INVALID PRF ITEM  | An entry in the profile update file was invalid.  | Contact J.P. Morgan EFS Customer Service.  |
| SCC PROF FILE OPEN ERROR          | The profile could not be opened so the update did not occur.  | Contact J.P. Morgan EFS Customer Service.  |
| SCC PROF READ ERROR               | The profile could not be read so the update did not occur.  | Contact J.P. Morgan EFS Customer Service.  |
| SCC PROF FILE NAME NOT GIVE       | The name of the profile file was not provided.  | Contact J.P. Morgan EFS Customer Service.  |
| SCC MAX RETRY LIMIT EXCEEDED      | The SCC tried three times to update the profile; it was unsuccessful.                                 | Contact J.P. Morgan EFS Customer Service.  |
| SCC RECD BAD STR                  | The data sent to the SCC was incorrect.   | Repeat the transaction. If the problem persists, contact J.P. Morgan EFS Customer Service. |
| SEC MODULE DOWN                   | The SCC is not operating correctly.   | Repeat the transaction. If the problem persists, contact J.P. Morgan EFS Customer Service. |
| SM USE ERROR                      | The SCC is not operating correctly.   | Repeat the transaction. If the problem persists, contact J.P. Morgan EFS Customer Service. |
| TERM FILE FULL                    | The SCC is not operating correctly.   | Repeat the transaction. If the problem persists, contact J.P. Morgan EFS Customer Service. |
| TERMINAL BLOCKED                  | Terminal has been blocked.  | Contact J.P. Morgan EFS Customer Service.  |
| TERMINAL PENDING                  | The terminal has been installed but not yet added by J.P. EFS Customer Service.                       | Contact J.P. Morgan EFS Customer Service.  |
| UNAUTHORIZED USE                  | The AA is not authorized to use this terminal or the terminal is not allowed to be used at this time. | Contact J.P. Morgan EFS Customer Service.  |

### Appendix H - Temporary WISCONSIN QUEST Card Handout

- Temporary Wisconsin QUEST vault cards can be issued by the local agency when certain emergency circumstances exist to allow faster access to your Food Stamp EBT account.
- Vault cards are temporary and will expire in 30 days. The 30 days cannot be extended.
- The vault card looks just like a regular Wisconsin QUEST card, except that it does not have the cardholder's name on the front of it.
- When a vault card is issued as an emergency replacement card, the card it replaces is immediately canceled and cannot be used.
- When a vault card is issued, a permanent card with your name on it is automatically produced and mailed to you. **Once the permanent card is received, you must call the customer service toll free number (1 - 877 - 415-5164) and select a PIN.** You must do this before the permanent card can be used to purchase food. Be sure to select a PIN for your permanent card, not the temporary card that you were using.
- .If you need to change the PIN on your temporary card before you receive your permanent card, you must change your PIN at the local agency. Do not call customer service to change the PIN for your temporary card.
- **If the permanent card is not received within 7 business days you should call the customer service number (1 - 877 - 415-5164) and request a permanent replacement card.**

#### Agency Instructions:

Provide the information above to the cardholder verbally and in writing whenever you issue a vault card.

Add the additional instructions below if the local agency is issuing a replacement vault card and the cardholder will receive two permanent replacement cards in the mail.

- You should receive two permanent Wisconsin QUEST cards in the mail. One card is not usable because it was cancelled when you were issued a vault card. **Call the customer service toll free number (1 - 877 - 415-5164) to find out which card is usable.** You will need to select a PIN for this card before it can be used to purchase food.

## **Appendix I – How To Find Information on the J.P. Morgan EFS Screens**

### **What can I find on the J.P. Morgan EFS screens if the case went through the EBT conversion process and a card was produced but an EBT benefit has never been issued?**

When the **first conversion file** was produced by CARES for each stage of the EBT rollout, demographic records were sent to J.P. Morgan EFS for all open food stamp cases. An open case included categorically eligible cases that received \$0 benefits. (For Milwaukee County, cases closing for lack of a review were also included in a conversion file). J.P. Morgan EFS processed the records and you can view the information on the **PENDING DEMOGRAPHIC SEARCH SCREEN**. This is the only place you will find information for each cardholder on the case because J.P. Morgan EFS must receive a benefit record before an account can be set up. The name, street, case number and card number (PAN) will display. You can search by case number, cardholder name, or card number.

### **Can J.P. Morgan EFS status and replace a WISCONSIN QUEST card that is lost, stolen, or damaged if an account has not been set up?**

No. J.P. Morgan EFS customer service cannot replace the card until demographic and benefit information is received and processed by J.P. Morgan EFS. The card cannot be statused by J.P. Morgan EFS customer service and replaced until an account is set up.

### **My case went through EBT conversion but an EBT benefit was never issued. The client has reapplied and is now eligible for an expedited FS benefit. When can we issue a vault card?**

When J.P. Morgan EFS receives the benefit (either in the emergency file or the daily file) the account will be set up for the case. As soon as you find the PAN on the **BALANCE INQUIRY SCREEN**, you may issue a vault card for the cardholder using the **CARD REPLACEMENT SCREEN**.

### **How do I know if a case received an EBT benefit?**

You can check the case on CARES to see if the Issuance Method on IQFS is an "E" or "X" which indicates that the food stamp group received an EBT benefit. The EBT benefit should also be posted to the EBT account and can be found on the **BENEFIT GRANT INQUIRY SCREEN**. The grant number is the same as the CARES benefit number. The benefit is also listed on the **CARDHOLDER DETAIL JOURNAL** -accessed from the **BALANCE INQUIRY SCREEN** - as a credit with a transaction type 2,4 (Deposit - Benefit Issuance Transmission).

### **Why can't I find the monthly benefit posted to the J.P. Morgan EFS account?**

Check the CARES Issuance Date on IQFS. If it is a future date, check the J.P. Morgan EFS **BENEFIT PENDING SEARCH SCREEN**. You must search by the case number. The benefit will be displayed here until the designated benefit availability date.

### **How do I know if applicants were on EBT previously and if a QUEST card was issued to an individual?**

In CARES, screen BIET will show if a QUEST card was previously issued to individuals in the case. BIET will also display a message if no EBT benefits were issued for the case.

Go to the **BALANCE INQUIRY SCREEN** and select **SF7-CLIENT SEARCH SCREEN**. Search by CARES case number (04) and F2 to view the information. The current primary person will be displayed with the assigned card number (PAN). If there is an AP or AB for the case, his/her card number (PAN) will also be displayed. Go back to the **BALANCE INQUIRY SCREEN**, enter the PAN and select F4 to view information such as the primary /alternate indicator and the card status.

If the client does not have their card and you find a PAN for the individual in the case, the client must request a replacement card through J.P. Morgan EFS customer service. The local agency may issue a temporary vault card through the J.P. Morgan EFS CARD REPLACEMENT SCREEN if it is an emergency situation.

If there is no information for this case on the **CLIENT SEARCH SCREEN**, go to the **PENDING DEMOGRAPHICS SCREEN** to see if J.P. Morgan EFS has demographic information for the individual and the case (the case was included in EBT conversion but has not been issued an EBT benefit).

**For a non-expedited application that is new to EBT, when will I see information on the J.P. Morgan EFS screens?**

If the case is eligible for a benefit on the daily cycle, CARES will send demographic and benefit information to J.P. Morgan EFS in the nightly batch file the day the case is confirmed on CARES. You can view the card and benefit information on the J.P. Morgan EFS screens the next day.

**How do I know if a customer has selected a PIN?**

Enter the card number on the **BALANCE INQUIRY SCREEN** and press PF4. The card status will display in the upper right of the screen. Card status 00 means the customer has not selected a PIN and the card is inactive. 01 means the customer has selected a PIN and the card is active. Note: Someone with "prohibited" card access has card status 01 but is not issued a QUEST card and cannot select a PIN. Refer to the EDA status code on the **BALANCE INQUIRY SCREEN**.

If the card has not been linked to an account but the customer selected a PIN using the CAPS device, you can find the date the PIN was selected on the **PENDING CARD SEARCH SCREEN**.

**What if I get the message “the card you wish is not found” on the BALANCE INQUIRY SCREEN?**

First, make sure that you have correctly entered the 16 digit PAN. You may find the case on the **PENDING DEMOGRAPHIC SCREEN**. Some cases included in an EBT conversion file were not eligible for an EBT benefit and will remain on the **PENDING DEMOGRAPHIC SCREEN** until J.P. Morgan EFS receives a benefit record.

**Example:** Mrs. Jones was eligible for a February monthly benefit and was included on the first conversion file on 1/20/00. The case closed the end of February due to excess income. An account will not be set up on the J.P. Morgan EFS system until Mrs. Jones is eligible for a benefit. A card was produced for Mrs. Jones because she was on the first conversion file.

If J.P. Morgan EFS has not received and processed a benefit for the case, check the **PENDING CARD SEARCH SCREEN**. If a record is displayed it means that the customer has selected a PIN but J.P. Morgan EFS has not received and processed a benefit record.

**What can I find on J.P. Morgan EFS screens when I issue a vault card for an emergency expedited case?**

When the local office issues a vault card for a primary person (PP) or alternate payee (AP) in an emergency expedited case, the PP or AP will have selected a PIN on the CAPS device. You can check the **PENDING CARD SEARCH SCREEN** to verify that J.P. Morgan EFS has been updated with the card number. When J.P. Morgan EFS receives and processes the emergency demographic record and the benefit record the same day, you will find the account information on the **BALANCE INQUIRY SCREEN**.



**The vault card is a temporary card. After a vault card is issued, when and where do I find information on the permanent replacement card?**

When the local office issues a vault card, a permanent replacement card is automatically ordered on the J.P. Morgan EFS system the same day. You can view this card on the **CARD HISTORY SCREEN** either the same day or the day after the vault card is issued. When the client receives the permanent replacement card in the mail and selects a PIN, the vault card will display on the **CARD HISTORY SCREEN** and the active card will display on the **CLIENT SEARCH SCREEN** accessed from the **BALANCE INQUIRY SCREEN**.

**How can I find card information for clients who have been issued multiple cards?**

The client's initial card or the current active card will display on the **CLIENT SEARCH SCREEN**. Previous cards will display on the **CARD HISTORY SCREEN**.

**How long is transaction information viewable on the CARDHOLDER DETAIL JOURNAL INQUIRY SCREEN?**

J.P. Morgan EFS will display the information for the past 90 days. If you need information older than 90 days, contact the BHCE CARES Information and Problem Resolution Center to request this information. Provide the case number, EDA number, and beginning and end dates for which the transaction information is needed. Also provide a fax number. J.P. Morgan EFS will provide a printout of the information requested within approximately 7 days.

Be sure to print the information displayed on the **CARDHOLDER DETAIL JOURNAL SCREEN** so you have a record of the current information.



## Appendix J – Emergency Vault EBT Card Log

## Appendix J: Emergency Vault EBT Card Log

County

[illegible]

Reason codes: I = initial or R = replacement



### Appendix K: Summary of PIN Select Rules for QUEST Cards

This is a summary of when a PIN must be selected for the Wisconsin QUEST card and how it should be selected. There are four rules to remember:

1. A Vault Card PIN must be selected on the CAPS device. A Vault Card PIN cannot be changed by calling customer service. If the PIN is forgotten and a new PIN must be selected, it must be done on a CAPS device.
2. The permanent card issued because of the issuance of a Vault Card should be Pinned through customer service (1-877-415-5164). This will cancel the vault card.
3. Cards ordered through CARES require PIN selection. A previous PIN may be used but it must be selected by calling customer service (1-877-415-5164) or on the CAPS device.
4. Cards ordered through customer service (1-877-415-5164) do not require PIN selection. The PIN carries over from the previous card. Exception: *A conversion card was produced but it was not picked up and pinned. When a replacement card is ordered, a PIN must be selected.*

| Type of Card   | Select PIN Via CAPS or customer service | Must Select PIN Via CAPS device | Not necessary to select a new PIN | Must Select PIN Via customer service |
|--|---|---------------------------------|-----------------------------------|--------------------------------------|
| New Card – Never had a card produced i.e. a new PP, AB or AP is added to a case. This is a CARES-ordered card.   | <b>X</b>                                |                                 |                                   |                                      |
| Vault Card   |   | <b>X</b>                        |                                   |                                      |
| Permanent card issued due to issuance of a Vault Card  |   |                                 |                                   | <b>X</b>                             |
| Replacement card ordered through customer service – i.e. reported lost, stolen or damaged  |   |                                 | <b>X</b>                          |                                      |
| Replacement card ordered through CARES – i.e. name change of existing PP, AB OR AP   | <b>X</b>                                |                                 |                                   |                                      |
| Conversion card was produced but not picked up. Contact J.P. Morgan EFS Customer Service to report that the original card was lost and order a replacement card. | <b>X</b>                                |                                 |                                   |                                      |